

MBTA Systemwide Passenger Survey

BUS SYSTEM 1995

SUMMARY OF ALL GARAGES

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The preparation of this document was supported by MBTA Contract X2PS90, the Federal Transit Administration through EOTC Contracts MA-80-X006 and MA-80-X007, and state and local matching funds.

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Directed by the Boston Metropolitan Planning Organization. The MPO is composed of state and regional agencies and authorities, and local governments.

Draft – March 1998

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Summary

This document represents a summary of the route-level results from the Systemwide Bus Survey. For each of the five non-directional reports (trip purpose, usage rates, automobile availability, socioeconomic data, and customer service) the percentage results for each route are given. The systemwide total is given on each odd page for comparison purposes. In addition, the total number of surveys for each route are listed.

As another method of comparison, the bottom of each report groups the routes into quintiles for some of the most important categories. "I" means the route has a comparatively low percentage value for that category, "V" means the route has a comparatively high value. Thus for the CT1, a "I" for work means that the 41.1% of work trips places it in the lowest quintile (20%) for system as a whole, while a "V" for school trips indicates that 29.1% places it in the highest quintile (20%). Quintile rankings are compiled for only some measures. For additional gradation, the lowest and highest portions of each quintile receive a "-" or "+" notation as well.

More detailed information on weighting, and on interpreting these tables can be found in the seven individual volumes of the systemwide bus survey.

In many cases these reports also include a percentage for "No Answer," generally after a total column of 100%. Percentages represent the value as a percentage of all those answering. Thus if 50 people answered a given question and 2 left it blank, the percentage recorded in the "No Answer" row would be 4%. This is included to give analysts some view of the margin of error for some questions, especially on questions such as household income.

Transfers and O-D pairs

The one set of reports which does not follow the same format as the reports in the individual Garage volumes is the information on Transfers and O-D pairs. In the garage reports this volume is generally separated by access and egress and by direction. Here all information is included together.

The first set of information deals with transfers. The first row represents the percentage of riders making direct trips, with no transfers. Other rows represent the percentage transferring to MBTA buses, rapid transit, or commuter rail. Access and Egress are counted together. If a person transfers from rapid transit and to another bus, they would be added to both columns.

Consequently these values may sometimes total more than 100%. If a rider transferred to and from other buses, however, it would only count for a single bus transfer. Non-MBTA buses are not included in these rows, although persons transferring to private carriers are not counted as making direct trips. Consequently these values may sometimes total less than 100%.

Following this is "Average trip elements." This represents the average number of links in the respondent's trip and usually varies between one and two. For a person making a direct trip on a bus, the value would be one. If they transferred to another bus, it would be two. If they transferred to rapid transit and another bus it would be three. Rapid transit is counted as a single element, even when people have to transfer one or more times. Very few riders had a trip with more than two components, and almost none had trips with more than three.

The next value is for wait time, calculated in the same manner as for the route-level reports in the garage volumes. This value represents both inbound and outbound riders.

Following this is a list of origin and destination pairs. Only exchanges representing at least 5% of the total ridership, and at least two surveys are usually included. In a few cases there is an exchange representing only one survey, which due to weighting appears more frequently than one representing more than one survey. Only in this case will the first exchange be listed. For many routes (such as Route 39), no exchange makes up more than 5% of the ridership.

Inbound and outbound trips were considered together, so a pair representing Cambridge and Brookline on Route 66 includes both inbound trips from Cambridge to Brookline, and outbound trips from Brookline to Cambridge. In cases where people rode outbound to rapid transit, however these trips would not be included. For instance, if someone rode Route 554 outbound to Waverly and took the train downtown, those values would not be included with those riding the bus inbound to downtown. For the purposes of comparison both the percentage of riders, and the actual returned survey forms for riders making this trip are included. Because of the low number of survey forms returned for some routes, it is important to remember how many responses one is actually using for this analysis.

The last items in this table are bus route transfers. Again, only the most common transfers are listed in this table. Only transfers made by at least two survey respondents are included. In some cases no transfers are listed for a given bus route. That does not mean no transfers were reported, only that no bus route was transferred to by more than one survey respondent.

Each line records the bus route, the percentage making the transfer, and the number of returned surveys this represents. In some cases these values may

differ from those reported in the garage reports. In some cases of bus-to-bus-to-bus transfers, the earlier reports do not include the middle part of the trip. The middle portion is often a transfer to a frequent bus route such as Route 57. These middle links are included in this table and may increase the percentage of transfers above what was reported earlier.

While the "transfer to bus" percentage above included only transfers made directly to a bus, this table includes all transfers, including those involving an intermediate link such as rapid transit or another bus. As noted above, however, three stage trips make up less than 10% of all trips. Also, the figure above included only transfers to MBTA services, while this table lists non-MBTA services as well. The individual garage reports list the meanings for these values.

Expansion Comparison

Following these reports is a comparison of expansion factors for the various routes. These show the ridership for the individual bus route, the number of returned surveys, ridership during the period for which surveys are returned, the expansion factors, surveys as a percentage of total riders, surveys for which precise origins and destinations could be coded, and this number as a percentage of total surveys and riders.

Finally there are the maps of origin and destination pairs based on geocoding. These are the same maps as were included in the garage reports.

Although survey results are based on a small percentage of total riders, I hope that the ease with which these values can be compared will make this information useful to those who seek to improve bus service.

	All	CT1	CT2	CT3	1	3	5	6	7	8	9
Returned Surveys	12,868	109	138	78	206	19	9	28	172	130	99
Trip Purposes											
Home based Work	55.7%	41.1%	63.1%	71.2%	42.5%	92.9%	22.1%	80.2%	84.9%	64.2%	54.6%
Home-based School	10.7%	29.1%	7.0%	9.8%	18.9%			3.9%	1.0%	7.5%	1.5%
Home-based Shopping	6.2%	1.7%	0.7%		4.8%		55.8%		4.0%	3.3%	10.0%
Home-based Social Activity	4.2%	1.0%	1.3%		8.4%						4.8%
Home-based Personal Business	7.3%	2.7%	4.0%	6.4%	5.0%		22.1%		2.2%	6.4%	11.7%
Home-based Work Related	3.5%	5.6%	3.3%	1.3%	5.5%			3.9%		3.3%	1.5%
Home-based Other	2.3%		0.7%	1.3%	0.6%				3.0%	1.1%	1.0%
Work-based	5.5%	9.5%	15.1%	10.1%	6.3%	7.1%		12.0%	4.3%	8.0%	10.0%
Non Home or Work-based	4.6%	9.2%	4.8%		8.0%				0.7%	6.3%	5.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3.9%		0.7%	2.7%	5.8%	19.4%			2.1%	0.9%	0.8%
Reasons For Using Transit											
Convenience	46.2%	52.8%	57.2%	47.6%	50.6%	66.7%	44.4%	65.5%	54.1%	45.4%	54.3%
Speed/Travel time	11.6%	18.6%	21.2%	15.3%	17.4%	17.0%		26.1%	16.2%	9.9%	13.3%
Avoid driving/traffic	27.2%	35.6%	31.2%	39.1%	27.0%	11.3%		36.7%	35.3%	25.9%	33.9%
Inexpensive way to travel	26.9%	32.7%	29.5%	21.8%	32.5%	22.7%	11.1%	33.5%	34.9%	23.3%	33.8%
Parking cost/availability	21.5%	34.9%	32.7%	30.0%	23.8%	15.1%		20.9%	35.8%	29.4%	28.9%
Environmentally responsible	15.6%	17.8%	17.4%	25.8%	23.1%	5.6%		19.7%	19.5%	13.6%	9.4%
Only Transportation available	43.5%	36.5%	25.0%	27.1%	37.9%	22.7%	66.6%	28.8%	24.7%	45.2%	40.2%
Other	1.5%	1.3%		1.1%	2.1%				0.6%		2.4%
Alternate Means of Transportation											
Drive alone	17.6%	23.4%	16.9%	22.2%	11.1%	16.1%		3.9%	20.3%	17.7%	20.8%
Get a Ride	17.0%	11.3%	4.6%	9.5%	9.6%	5.6%		3.9%	11.8%	16.8%	14.6%
Bicycle	4.5%	9.3%	0.6%	1.3%	11.7%				0.6%	1.8%	1.7%
Walking	17.3%	13.6%	12.7%	8.8%	19.4%	39.8%	22.2%	43.8%	26.2%	19.1%	35.7%
Other MBTA service unspec.	23.2%	4.3%	51.0%	46.0%	35.7%	21.2%		11.8%	20.6%	26.2%	19.3%
MBTA Subway	1.1%	28.7%	5.6%		2.3%		33.3%		0.9%		
MBTA Commuter Rail	0.4%									0.4%	
Carpool/Vanpool	1.4%	0.8%	0.7%	2.9%	1.6%			11.8%	3.4%	2.1%	
Would not make trip/change job	10.6%	6.2%	2.7%	4.9%	4.0%		22.2%	3.9%	8.7%	3.8%	2.4%
Taxicab	2.0%	1.3%	1.3%		2.7%	5.6%	11.1%		0.6%	3.7%	1.4%
Don't know	0.8%								1.4%	1.2%	
The RIDE									0.4%		
Other	3.3%	0.8%	3.5%	4.0%	1.4%	11.3%	11.1%	20.5%	4.5%	6.6%	3.7%
Quintile Rankings for Trip Purpose, Reasons for Using Transit, and Alternate Means											
Trip Purposes											
Work		I	IV	IV	I	V+	-I	V	V	IV	-III
School		V+	-III	IV	V	I	-I	-II	I	III	I
Shopping		-II	I+	I	III	-I	V+	I	-III	II	IV
Reasons for Using Transit											
Convenience		IV	V	III	IV	V	III	V	IV	III	IV+
Avoid Driving		IV	III+	V	III	I	-I	-V	IV	-III	IV
Only Transportation		II	I	I	II	I	V	I	I	III	II+
Alternate Means of Transportation											
Drive Alone		IV	III	IV	II	-III	-I	I	IV	III	IV
Walking		II	II	I+	III+	V+	IV	V+	IV+	III+	V
Other MBTA service		IV+	V	V	V	III	-V	I+	III	IV	III

10	11	14	15	16	17	18	19	20	21	22	23	24	26	27	28
122	76	33	56	64	70	22	37	46	60	76	74	17	21	19	126
54.8%	57.8%	44.2%	36.2%	47.3%	50.6%	36.6%	58.8%	70.8%	61.7%	60.0%	43.4%	52.6%	72.8%	45.5%	47.3%
8.0%	5.6%	15.1%	9.5%	14.4%	7.8%		21.5%	11.2%	7.6%	10.0%	18.2%	19.5%		17.2%	14.6%
7.8%	15.5%	16.4%	3.8%	13.7%	13.9%	16.3%		6.7%	7.1%	3.2%	3.8%	10.8%	4.8%	11.1%	4.1%
1.4%		1.6%	4.9%	0.4%	1.2%	3.3%			1.3%	1.1%	2.7%		6.4%		2.4%
7.2%	8.6%	6.6%	10.3%	6.1%	6.1%	10.5%	3.2%	4.4%	15.4%	7.9%	5.4%	17.2%		10.7%	11.5%
6.0%	4.3%	5.0%	2.5%	6.1%	6.9%	15.2%	3.6%	2.3%	1.9%	5.4%	5.1%		16.0%		0.8%
0.7%	3.0%		5.9%	1.5%	3.6%				1.7%	2.5%	12.0%			4.9%	5.1%
6.6%	3.4%		6.5%	5.8%	6.3%	9.8%	2.1%	2.3%	3.2%	2.1%	6.7%			5.3%	6.7%
7.6%	1.7%	11.0%	20.4%	4.6%	3.6%	8.3%	10.8%	2.3%		7.7%	2.7%			5.3%	7.5%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
8.8%	6.5%		10.3%	4.2%	10.8%	3.2%	7.2%			2.1%	6.7%	6.7%	6.5%		5.7%
46.2%	56.3%	28.0%	40.6%	31.1%	53.3%	57.9%	38.4%	43.4%	39.5%	44.5%	41.9%	27.1%	48.9%	30.7%	35.8%
12.5%	6.8%	9.8%	7.2%	4.4%	15.0%		8.4%	10.8%	14.7%	7.1%	7.5%	14.6%	19.4%	7.4%	7.2%
34.1%	23.2%	12.4%	16.4%	15.7%	22.0%	8.4%	29.0%	26.0%	27.4%	17.0%	13.5%	14.6%	19.4%	10.2%	7.9%
31.6%	31.4%	24.0%	29.3%	20.0%	30.6%	25.2%	35.0%	28.2%	19.4%	28.4%	16.0%	28.6%	19.4%	30.7%	20.7%
24.4%	27.1%	10.8%	11.0%	5.1%	12.8%		18.8%	17.3%	28.7%	20.7%	10.0%	14.6%	17.8%	4.8%	4.8%
16.5%	11.1%	8.8%	5.0%	11.9%	19.9%		7.5%	8.6%	6.1%	22.3%	6.0%	6.2%	10.5%		2.2%
36.2%	29.6%	59.0%	63.0%	65.1%	50.0%	54.0%	38.7%	43.4%	37.6%	48.7%	44.2%	65.3%	34.4%	62.3%	55.1%
			3.3%	4.1%	1.0%					1.9%				5.3%	1.5%
18.7%	24.4%	10.1%	11.4%	11.5%	8.6%		15.8%	15.2%	21.6%	12.0%	10.0%	6.2%	29.9%	10.2%	9.5%
10.1%	12.6%	27.6%	33.2%	32.3%	9.9%	11.5%	24.5%	19.5%	10.8%	22.8%	36.7%	28.9%	22.2%	41.3%	28.3%
5.2%	1.2%			1.4%	7.0%					4.5%	4.7%				3.5%
31.1%	25.4%	17.9%	24.4%	14.8%	26.5%	30.5%	15.3%	32.6%	11.9%	23.8%	12.5%	30.4%	19.4%	5.3%	16.3%
13.1%	17.5%	31.9%	20.4%	19.0%	36.4%	41.1%	31.2%	21.7%	25.2%	15.8%	17.5%	14.0%	19.4%	28.4%	23.8%
1.3%	1.2%									0.9%	4.7%			4.8%	
1.9%	1.1%								2.6%	6.1%					
7.8%	9.5%	12.3%	7.1%	14.9%	5.4%			6.5%	14.0%	5.6%	4.7%	8.3%	8.9%		10.3%
3.4%	2.8%		1.8%		3.1%	8.4%	2.9%		2.1%	6.6%	1.2%				1.5%
4.2%	1.2%			5.9%	1.0%	5.2%	1.8%				1.2%				1.6%
2.6%	2.7%		1.3%		1.5%	3.1%	8.0%	4.3%	11.4%	1.4%	6.2%	11.9%		9.7%	4.6%
III	III	-II	I	II	II	I	III	IV	III+	III	I+	II	-V	-II	II
III	II	IV+	III+	IV+	III	-I	V	IV	III	-IV	V	V	-I	V	IV+
IV	V	V	II+	V	V	V	I	-IV	IV	II	II+	IV+	III	IV+	-III
III	-V	-I	II	I	IV	V	I+	II+	-II	III	II	-I	III+	I	I
IV	II	I	II	-II	II	I	III	III	III	II	I+	I+	II	I	I
II	I	-V	V	V	IV	IV	II+	III	II	-IV	III	V	II	V	IV
III+	IV+	II	II	II	-II	-I	-III	II+	IV	II	-II	I	V	II	-II
V	IV	III	IV	II+	-V	V	-III	V	II	IV	II	V	III+	I	III
II	-III	IV+	III	III	-V	V	IV	III	-IV	II	III	II	III	IV+	III+

	All	29	30	31	32	33	34	34E	35	36	37
Returned Surveys	12,868	41	41	71	82	21	86	102	62	58	63
Trip Purposes											
Home based Work	55.7%	53.8%	74.1%	65.7%	50.2%	33.0%	73.7%	46.2%	40.9%	65.4%	55.2%
Home-based School	10.7%	15.5%	7.8%	5.5%	14.5%	7.2%	6.3%	2.9%	9.4%	2.7%	2.5%
Home-based Shopping	6.2%	11.2%	3.1%	7.0%	8.0%	20.3%	3.7%	9.5%	21.7%	11.8%	22.6%
Home-based Social Activity	4.2%	3.2%		2.8%	5.7%	12.7%	1.0%	2.6%	1.7%		4.0%
Home-based Personal Business	7.3%	4.4%	8.1%	1.7%	6.5%	7.2%	8.4%	13.5%	8.4%	13.2%	9.0%
Home-based Work Related	3.5%		5.0%	6.2%	2.3%	3.6%	4.3%	4.1%	1.7%	1.3%	
Home-based Other	2.3%		1.9%	3.3%	4.6%			5.9%			
Work-based	5.5%	7.5%		4.9%	6.9%	15.9%	1.3%	9.0%	7.8%	3.7%	6.6%
Non Home or Work-based	4.6%	4.3%		2.8%	1.2%		1.3%	6.3%	8.4%	2.0%	
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3.9%	3.4%			3.0%	9.2%	9.2%	6.7%	3.4%	1.9%	1.4%
Reasons For Using Transit											
Convenience	46.2%	43.1%	38.8%	41.5%	40.8%	31.9%	37.7%	42.6%	56.2%	36.9%	55.4%
Speed/Travel time	11.6%	4.1%	9.9%	10.3%	9.7%	6.7%	14.2%	7.6%	7.8%	19.7%	10.4%
Avoid driving/traffic	27.2%	22.2%	10.3%	10.9%	21.0%	6.7%	29.1%	18.0%	24.3%	24.0%	33.1%
Inexpensive way to travel	26.9%	12.6%	15.3%	20.1%	17.9%	30.2%	21.4%	20.9%	30.0%	27.4%	35.0%
Parking cost/availability	21.5%	7.2%	15.3%	23.4%	8.6%	10.1%	25.5%	9.1%	13.3%	22.3%	18.3%
Environmentally responsible	15.6%	9.5%	5.9%	10.2%	14.7%	6.7%	10.1%	2.7%	12.4%	21.7%	23.2%
Only Transportation available	43.5%	56.8%	55.2%	43.1%	48.7%	68.0%	31.3%	45.1%	42.0%	51.2%	34.8%
Other	1.5%		4.9%	0.4%			0.9%	1.0%	1.6%		1.0%
Alternate Means of Transportation											
Drive alone	17.6%	20.9%	8.5%	22.3%	14.0%		26.7%	14.7%	11.2%	10.7%	16.3%
Get a Ride	17.0%	36.0%	32.9%	26.7%	23.6%	6.7%	14.7%	15.4%	18.8%	13.8%	29.6%
Bicycle	4.5%					5.0%	3.2%	0.9%	3.7%	2.9%	3.9%
Walking	17.3%	21.0%	10.8%	8.8%	18.0%	48.6%	8.0%	12.0%	27.2%	11.6%	8.7%
Other MBTA service unspec.	23.2%	12.3%	25.3%	21.9%	10.3%	24.7%	17.2%	21.0%	18.6%	29.6%	21.4%
MBTA Subway	1.1%	0.9%									
MBTA Commuter Rail	0.4%				1.8%		1.1%	0.3%	3.3%	3.8%	2.1%
Carpool/Vanpool	1.4%		7.7%	4.8%	1.8%		2.3%	1.0%	4.9%		1.4%
Would not make trip/change job	10.6%	4.2%	4.9%	9.0%	22.2%	14.7%	9.2%	15.6%	7.9%	22.1%	15.1%
Taxicab	2.0%		5.9%	1.7%			2.9%	7.3%			
Don't know	0.8%	0.9%	1.8%		1.8%		3.5%	2.4%			
The RIDE											
Other	3.3%	3.3%	1.8%	4.4%	6.3%		10.6%	8.9%	4.0%	5.0%	1.0%
Quintile Rankings for Trip Purpose, Reasons for Using Transit, and Alternate Means											
Trip Purposes											
Work		II+	-V	IV	II	I	-V	II	I	IV	-III
School		-V	III	II	IV+	-III	II+	I+	III	I+	I
Shopping		-V	II	IV	IV	V	II+	IV	V	V	V
Reasons for Using Transit											
Convenience		II+	-II	II	II	I	I	II	-V	I	IV+
Avoid Driving		II	I	I	II	I	III	II	II+	II+	IV
Only Transportation		IV+	IV	III	-IV	V+	I+	III	III	IV	II
Alternate Means of Transportation											
Drive Alone		IV	I+	IV	II	I	-V	II	II	II	-III
Walking		IV	II	-II	III	V+	I+	II	-V	II	I+
Other MBTA service		II	-IV	III	-II	-IV	-III	III	III	-V	III

38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	55
76	323	36	31	53	154	45	40	21	101	13	82	62	135	98	107
66.9%	50.2%	57.8%	59.8%	52.8%	53.8%	48.4%	58.1%	34.8%	52.8%	7.8%	43.1%	48.6%	62.3%	55.2%	56.2%
8.2%	12.3%	5.4%	10.2%	4.9%	9.4%	14.9%	12.6%	24.7%	13.7%		1.2%	6.8%	15.8%	16.8%	7.8%
1.4%	5.5%	7.1%	6.9%		5.6%	11.2%			6.1%	61.1%	9.7%	6.6%	3.0%	8.8%	4.4%
2.5%	8.8%	3.7%	9.2%	3.4%	6.3%	1.9%			1.2%	7.8%	5.2%	8.3%	1.6%	1.7%	2.2%
11.6%	7.1%	3.7%	3.1%	21.1%	3.5%	8.9%	13.9%	15.7%	7.3%	7.8%	9.0%	10.0%	8.8%	1.4%	6.8%
1.1%	2.8%	7.7%	3.8%	5.9%	5.3%	3.5%	2.3%		5.3%		6.7%	16.4%	1.3%	4.7%	3.8%
1.1%	1.2%	6.9%		0.9%	2.9%	4.0%					4.0%		1.6%	1.7%	2.4%
2.7%	5.6%		7.1%	4.0%	10.4%	3.5%	2.3%	24.7%	11.2%	7.8%	11.1%	1.7%	2.8%	3.3%	10.2%
4.3%	6.5%	7.7%		7.0%	2.7%	3.8%	10.9%		2.4%	7.8%	10.0%	1.7%	2.7%	6.6%	6.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
5.0%	4.5%	10.0%	4.0%	9.2%	3.0%	5.9%	13.6%	27.4%	2.4%		2.9%	4.9%	2.9%	1.2%	7.6%
57.6%	49.0%	31.5%	41.8%	39.7%	55.0%	49.8%	45.0%	38.9%	44.8%	69.2%	41.9%	42.5%	40.4%	33.4%	62.3%
15.6%	12.6%		3.8%	4.4%	18.3%	6.4%	22.1%	7.8%	14.3%		6.3%	4.8%	10.3%	9.2%	31.1%
30.0%	32.6%	15.9%	12.7%	11.7%	12.5%	4.6%	28.5%		32.3%	15.3%	21.2%	17.6%	31.8%	24.8%	22.5%
31.4%	28.5%	13.3%	22.3%	9.0%	25.9%	13.6%	30.1%	29.1%	32.0%	7.6%	23.5%	24.3%	21.8%	23.0%	35.7%
11.4%	28.9%	10.0%	9.7%	11.9%	21.0%	2.7%	26.2%		25.7%	15.3%	15.1%	8.9%	27.3%	18.5%	23.6%
9.4%	22.8%	8.4%		5.2%	9.6%	3.1%	7.1%	9.6%	18.6%	15.3%	7.9%	12.1%	13.6%	18.7%	16.9%
38.2%	35.0%	62.5%	58.9%	60.3%	34.5%	61.6%	44.8%	66.8%	46.4%	46.1%	44.5%	57.8%	54.1%	60.7%	31.9%
	4.7%					1.3%			2.8%		1.3%		1.2%	1.2%	2.9%
15.9%	17.3%	7.4%	17.7%	19.5%	8.2%	3.3%	20.7%		14.3%		14.9%	18.5%	24.0%	10.9%	2.0%
12.8%	8.3%	32.1%	19.3%	19.9%	9.8%	21.3%	37.4%	21.4%	14.4%	38.4%	26.7%	21.3%	23.7%	17.0%	0.7%
	8.4%			0.8%	3.5%	1.7%	5.1%	3.9%	10.9%		3.1%	0.8%	1.2%	3.2%	9.9%
16.1%	14.0%	25.3%	23.0%	21.3%	24.6%	28.9%	11.7%	37.2%	14.2%	23.0%	17.4%	18.2%	9.5%	18.0%	22.9%
23.5%	37.7%	4.8%	30.9%	26.5%	35.9%	11.9%	16.9%	25.5%	29.3%	15.3%	27.2%	20.9%	26.2%	24.2%	51.1%
	4.3%			2.8%	3.0%				0.4%				0.9%	2.5%	3.6%
2.0%	0.3%								1.1%			4.0%	0.4%		
	0.8%				1.5%	1.7%			2.8%		0.8%		1.7%	1.7%	
16.8%	3.6%	19.3%	5.9%	2.5%	4.3%	11.8%	3.9%	4.0%	6.4%	23.0%	4.5%	13.6%	7.0%	17.9%	5.7%
8.4%	1.4%	4.8%			4.1%	5.1%	1.9%		1.2%		1.3%	1.5%	2.0%	2.8%	0.6%
1.1%	0.1%					4.7%					1.1%	0.8%	2.3%		
	0.4%														
3.0%	2.8%	5.9%	2.9%	6.4%	4.5%	8.9%	1.9%	7.7%	4.5%		2.4%		0.4%	1.3%	2.9%
IV	II	III	III	II	II+	II	III	I	II+	-I	I+	II	-IV	-III	III
III	IV	II	IV	II	III+	IV+	IV	V	IV	-I	I	II+	-V	V	III
I+	III	IV	-IV	I	III	-V	I	I	III+	V+	IV	-IV	II	IV	-III
V	III+	I	II	II	IV+	-IV	III	-II	III	V+	II	II	II	I	V
III	-IV	-II	I	I	I	I	III	-I	-IV	I+	II	II	-IV	-III	II
II	II	V	-V	V	II	V	III	V	III+	III	III	-V	IV	V	-II
-III	III	I	III	-IV	I+	I	IV	I	II	-I	II+	III+	IV+	II	I
III	II	IV	IV	IV	IV	-V	II	V	II+	IV	III	III	-II	III	IV
IV	V	I	IV	IV	V	-II	II+	IV	IV	II	IV	-IV	IV	IV	V

	All	57	59	60	62	64	65	66	67	69	70
Returned Surveys	12,868	154	139	58	168	120	215	213	93	72	123
Trip Purposes											
Home based Work	55.7%	58.4%	56.1%	71.9%	59.4%	74.5%	64.8%	56.3%	68.5%	49.2%	66.0%
Home-based School	10.7%	17.9%	9.5%	3.6%	12.9%	7.2%	9.4%	15.5%	11.5%	6.1%	6.9%
Home-based Shopping	6.2%	3.3%	10.8%	3.0%	6.2%	3.1%	2.0%	4.5%	3.5%	3.5%	11.4%
Home-based Social Activity	4.2%	6.7%	1.9%		2.3%	1.8%	2.0%	5.9%	2.1%	13.6%	2.3%
Home-based Personal Business	7.3%	5.1%	7.9%	8.4%	7.3%	3.1%	8.8%	3.5%	9.8%	10.1%	2.5%
Home-based Work Related	3.5%	3.0%	1.9%		2.4%	1.9%	0.4%	1.9%	2.4%	5.2%	2.6%
Home-based Other	2.3%	2.0%	3.0%	1.1%	1.3%	4.6%	0.8%	1.7%			0.8%
Work-based	5.5%	3.2%	8.1%	5.4%	6.8%	3.3%	7.0%	5.6%		7.5%	5.1%
Non Home or Work-based	4.6%	0.4%	0.8%	6.5%	1.5%	0.7%	4.7%	5.0%	2.1%	4.7%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3.9%	5.4%	2.4%	4.8%	1.0%	4.1%	0.9%	2.5%	15.9%	4.4%	1.8%
Reasons For Using Transit											
Convenience	46.2%	41.4%	32.5%	58.2%	43.6%	45.6%	51.1%	44.8%	47.4%	40.5%	32.8%
Speed/Travel time	11.6%	6.3%	6.0%	25.7%	11.9%	9.7%	11.9%	11.7%	15.7%	10.0%	6.7%
Avoid driving/traffic	27.2%	27.6%	24.5%	32.8%	40.7%	30.3%	24.5%	27.3%	35.8%	18.1%	27.3%
Inexpensive way to travel	26.9%	32.5%	24.7%	48.2%	38.1%	25.2%	33.3%	38.0%	35.6%	24.9%	30.2%
Parking cost/availability	21.5%	33.1%	9.8%	40.7%	18.7%	19.9%	39.7%	23.5%	32.2%	15.9%	20.2%
Environmentally responsible	15.6%	15.9%	15.4%	27.5%	23.0%	14.5%	19.2%	19.2%	18.2%	18.5%	22.3%
Only Transportation available	43.5%	38.7%	63.2%	38.4%	41.8%	43.9%	34.0%	47.3%	31.0%	56.1%	53.7%
Other	1.5%	6.6%			0.6%	1.7%		1.8%	0.7%	1.6%	1.7%
Alternate Means of Transportation											
Drive alone	17.6%	25.4%	15.1%	16.2%	34.8%	21.9%	16.7%	11.6%	30.7%	4.0%	18.8%
Get a Ride	17.0%	9.0%	13.3%	10.2%	23.5%	10.7%	8.6%	11.8%	19.0%	11.0%	10.6%
Bicycle	4.5%	8.7%	2.8%	5.1%	2.7%	6.6%	4.4%	7.6%	0.9%	18.2%	4.2%
Walking	17.3%	7.9%	18.5%	16.8%	6.1%	11.8%	13.8%	15.1%	22.2%	27.0%	16.1%
Other MBTA service unspec.	23.2%	24.8%	15.3%	38.2%	4.7%	35.4%	46.3%	39.7%	14.2%	19.3%	24.6%
MBTA Subway	1.1%			1.1%			1.1%	2.7%			
MBTA Commuter Rail	0.4%		1.5%								
Carpool/Vanpool	1.4%	1.7%	1.0%		1.8%	2.9%	1.1%	0.2%	0.7%		1.2%
Would not make trip/change job	10.6%	14.9%	21.7%	6.8%	20.3%	7.4%	3.7%	6.2%	9.0%	15.0%	20.0%
Taxicab	2.0%	1.4%	4.7%	3.9%		1.4%	2.0%	2.9%	1.8%	1.6%	1.9%
Don't know	0.8%		1.5%	1.0%	1.5%		0.8%				0.8%
The RIDE											
Other	3.3%	5.7%	4.1%		4.2%	1.4%	1.1%	1.9%	0.9%	3.3%	1.4%
Quintile Rankings for Trip Purpose, Reasons for Using Transit, and Alternate Means											
Trip Purposes											
Work		III	III	IV+	III	V	IV	III	IV	II	IV
School		V	III+	-II	IV	III	III+	-V	IV	II+	II+
Shopping		II	IV+	II	III+	II	-II	III	II	II	-V
Reasons for Using Transit											
Convenience		II	I	V	-III	III	IV	III	III	II	I
Avoid Driving		III	II+	IV	V	III+	-III	III	IV+	II	III
Only Transportation		II	V	II	-III	III	II	III+	I+	IV+	IV
Alternate Means of Transportation											
Drive Alone		IV+	II+	-III	V	IV	III	II	V	I	III+
Walking		I	III	III	I	II	II	-III	IV	-V	III
Other MBTA service		-IV	II	V	I	-V	V	V	II	III	III+

70A	71	72	73	74/75	76	77/77A	78	79	80	83	84	85	86	87	88
59	267	75	219	204	145	315	156	129	124	61	47	98	114	89	98
52.4%	61.3%	64.7%	57.3%	61.8%	72.3%	49.7%	76.5%	72.8%	51.9%	42.0%	78.8%	69.1%	62.4%	59.0%	57.6%
4.3%	10.5%	10.1%	11.7%	16.6%	10.3%	13.5%	6.0%	12.4%	22.5%	20.0%	17.2%	26.2%	16.7%	8.4%	7.1%
4.6%	3.2%	13.1%	2.2%	4.5%	0.5%	7.0%	3.0%	3.2%	5.5%	4.9%		1.9%	4.8%	4.6%	7.3%
4.6%	2.3%	1.3%	4.2%	0.8%	1.8%	6.8%	0.9%		1.1%	5.7%				4.2%	7.3%
5.4%	4.9%	2.6%	10.3%	5.1%	5.1%	9.4%	5.3%	3.7%	8.6%	7.9%		0.9%	5.3%	8.7%	11.5%
3.4%	6.4%	2.1%	4.0%	2.3%	3.0%	2.6%	0.6%		1.5%	4.5%	4.0%	1.9%	2.4%	1.7%	4.2%
8.4%	2.9%		2.0%	2.7%		0.8%	2.6%		0.4%	3.8%				1.7%	
5.7%	3.4%	2.1%	6.9%	5.8%	6.3%	6.9%	4.6%	2.7%	3.1%	7.7%			5.8%	3.5%	3.3%
11.3%	5.1%	3.9%	1.5%	0.4%	0.7%	3.5%	0.5%	5.2%	5.5%	3.4%			2.5%	8.1%	1.8%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.3%	2.5%		0.4%	2.1%	1.8%	1.7%	2.0%	4.2%	3.7%				3.1%		2.1%
30.9%	43.1%	65.4%	48.0%	51.4%	49.3%	49.6%	47.0%	42.3%	48.5%	62.8%	60.6%	51.0%	40.3%	58.0%	50.7%
5.2%	9.5%	18.3%	10.6%	13.9%	12.8%	14.6%	10.7%	8.2%	8.3%	7.9%	26.2%	21.1%	10.1%	10.4%	14.3%
24.4%	34.6%	33.5%	36.0%	44.5%	53.8%	35.5%	44.2%	52.8%	27.8%	41.0%	52.5%	33.6%	16.1%	34.6%	33.8%
40.3%	31.5%	34.3%	29.1%	31.4%	34.3%	29.2%	34.0%	26.3%	26.7%	17.6%	24.2%	28.9%	24.4%	24.8%	23.7%
11.8%	33.9%	25.7%	40.0%	32.5%	21.6%	31.1%	28.0%	35.6%	19.1%	25.6%	38.3%	38.5%	16.7%	33.2%	29.6%
11.5%	25.7%	26.7%	23.5%	31.0%	26.3%	27.5%	33.1%	20.6%	18.0%	18.8%	26.2%	34.6%	17.6%	24.6%	22.2%
53.0%	40.6%	30.3%	31.4%	27.4%	31.1%	36.8%	32.5%	23.6%	42.7%	31.8%	33.3%	33.4%	48.0%	37.8%	42.7%
	1.7%	0.7%	1.4%	0.3%	4.5%	0.5%	1.9%	0.9%	3.1%	1.1%	2.0%	1.8%	0.9%		2.0%
16.8%	32.9%	9.6%	33.0%	31.1%	47.0%	23.0%	35.8%	31.8%	18.6%	18.4%	54.5%	18.2%	11.5%	21.1%	22.4%
25.3%	13.1%	8.2%	12.1%	7.9%	15.3%	15.0%	10.2%	13.7%	13.4%	2.6%	15.1%	5.8%	7.0%	11.8%	8.7%
2.2%	7.8%	13.6%	6.5%	7.5%	4.1%	7.3%	4.5%	6.1%	14.4%	3.4%		15.2%	9.1%	2.8%	5.4%
15.9%	10.0%	37.9%	6.9%	14.0%	2.7%	14.9%	9.6%	15.5%	11.4%	35.7%	2.0%	18.4%	20.1%	25.8%	33.3%
6.1%	13.0%	7.7%	12.9%	21.3%	5.0%	15.1%	15.8%	10.4%	17.9%	29.7%	16.1%	24.7%	36.3%	19.7%	10.1%
	0.3%			1.1%		0.5%	1.1%	0.5%				1.9%	0.6%		
1.7%	0.2%			0.8%					0.4%						
	1.6%	2.7%	2.8%		5.5%	1.9%	3.7%	2.2%	1.0%	3.7%		0.9%		1.0%	1.7%
19.0%	15.6%	11.9%	19.6%	11.0%	17.7%	16.4%	14.1%	13.5%	16.2%	4.5%	8.0%	9.5%	9.3%	8.7%	10.4%
6.5%	1.2%	3.9%	0.3%	1.1%		2.7%	1.8%	1.5%	1.4%			1.9%	3.3%	3.4%	3.2%
	1.3%		2.5%	0.3%	1.1%	1.0%	2.4%	0.9%	3.7%					0.6%	1.0%
6.2%	2.4%	3.9%	3.0%	3.5%	1.1%	1.8%	0.5%	3.5%	1.0%	1.6%	4.0%	2.9%	2.3%	4.5%	3.2%
II	III+	IV	III	-IV	IV+	II	V	IV+	II	I	V	IV	-IV	III	III
II	IV	IV	IV	V	IV	IV	II	IV	V	V	V	V	V	III	-III
III	II	V	II	III	I	IV	II	II	III	III	I	-II	III	III	IV
I	II+	V	III	IV	-IV	-IV	III	II	III	V	V	IV	II	V	IV
II+	IV	IV	IV+	V	V	IV	V	V	III	V	V	IV	-II	IV	IV
IV	-III	I	I+	I	I+	II	-II	I	III	-II	II	II	III+	II	III
III	V	-II	V	V	V+	IV	V+	V	III+	III	V+	III	II	IV	IV
III	II	V	I	II+	I	-III	-II	-III	II	V	I	III	-IV	IV+	V
I	II	I	II	III	I	II	II+	I+	-III	IV	II	IV	V	III	I

	All	89	90	91	92	93	94	95	96	97	99
Returned Surveys	12,868	49	70	91	156	136	88	78	145	25	92
Trip Purposes											
Home based Work	55.7%	57.3%	39.5%	46.6%	81.2%	76.7%	55.4%	74.3%	66.9%	83.0%	62.6%
Home-based School	10.7%	29.6%	6.0%	11.2%	2.3%	3.9%	9.0%	8.4%	15.5%	4.3%	5.7%
Home-based Shopping	6.2%	5.6%	11.0%	4.7%	6.7%	2.7%	5.5%	5.2%	2.2%	3.2%	5.0%
Home-based Social Activity	4.2%		3.0%	4.8%	1.2%	3.9%	7.5%	1.6%			2.4%
Home-based Personal Business	7.3%	3.5%	24.6%	7.0%	0.4%	1.7%	5.6%	7.4%	5.0%		9.4%
Home-based Work Related	3.5%	1.3%	11.0%	4.8%	1.2%	4.7%	10.8%		0.6%		10.2%
Home-based Other	2.3%			7.9%	0.4%	2.7%	0.7%	2.1%	0.8%	2.4%	
Work-based	5.5%		2.5%	4.9%	3.5%	3.2%	3.7%	1.0%	5.4%	7.1%	
Non Home or Work-based	4.6%	2.7%	2.5%	8.2%	3.0%	0.5%	1.7%		3.6%		4.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3.9%	2.3%	3.3%	4.0%	3.5%	2.5%	2.4%		0.7%	5.3%	2.4%
Reasons For Using Transit											
Convenience	46.2%	41.7%	35.1%	36.8%	67.4%	62.0%	51.0%	40.0%	43.2%	58.6%	54.7%
Speed/Travel time	11.6%	16.3%	4.5%	14.1%	19.0%	15.1%	16.4%	21.7%	11.7%	19.1%	19.9%
Avoid driving/traffic	27.2%	34.6%	13.4%	24.6%	36.6%	39.4%	39.2%	36.7%	28.8%	35.5%	38.8%
Inexpensive way to travel	26.9%	28.6%	25.1%	27.2%	28.2%	28.5%	34.8%	18.1%	31.0%	19.2%	25.8%
Parking cost/availability	21.5%	28.0%	13.6%	16.3%	28.0%	25.4%	32.2%	15.5%	29.9%	40.3%	23.5%
Environmentally responsible	15.6%	16.0%	15.4%	10.8%	13.9%	11.3%	34.6%	8.2%	33.8%	18.1%	13.1%
Only Transportation available	43.5%	56.2%	50.6%	51.9%	21.3%	28.9%	34.6%	39.3%	44.2%	44.2%	37.8%
Other	1.5%	5.9%			1.6%	1.1%	2.5%		1.3%	2.9%	0.5%
Alternate Means of Transportation											
Drive alone	17.6%	7.3%	16.9%	13.3%	16.8%	12.0%	29.1%	20.1%	18.5%	7.7%	30.4%
Get a Ride	17.0%	13.3%	16.8%	16.4%	7.1%	7.0%	14.2%	15.5%	9.5%	18.1%	21.5%
Bicycle	4.5%	8.2%	0.6%	9.3%	1.6%	3.1%	6.3%	2.0%	9.8%	2.0%	2.8%
Walking	17.3%	18.6%	19.5%	24.7%	26.4%	38.1%	21.7%	20.7%	17.9%	19.3%	22.7%
Other MBTA service unspec.	23.2%	18.5%	20.6%	20.3%	41.0%	31.3%	12.1%	17.0%	27.5%	32.5%	7.0%
MBTA Subway	1.1%		0.3%	2.0%		0.6%			2.6%		
MBTA Commuter Rail	0.4%	2.2%				1.1%	1.5%				
Carpool/Vanpool	1.4%			0.7%	0.5%		0.6%	1.0%	0.6%		3.2%
Would not make trip/change job	10.6%	23.6%	10.8%	8.7%	3.8%	3.7%	10.8%	12.4%	11.8%	8.6%	5.8%
Taxicab	2.0%	1.8%	7.7%	1.2%			1.8%	1.5%			5.1%
Don't know	0.8%	1.8%	3.0%	0.7%	1.1%	1.3%					
The RIDE											
Other	3.3%	4.1%	3.4%	2.2%	1.1%	1.1%	1.3%	9.2%	1.3%	11.4%	0.9%

Quintile Rankings for Trip Purpose, Reasons for Using Transit, and Alternate Means

Trip Purposes											
Work		III	I	II	V	V	-III	V	IV	V	-IV
School		V+	II	IV	I	-II	III	III	-V	II	II
Shopping		III	IV+	III	-IV	II	III	III	II	II	III
Reasons for Using Transit											
Convenience		II	I	I	V	V	IV	II	II+	V	IV+
Avoid Driving		IV	I	-III	IV+	V	V	-V	III	IV	-V
Only Transportation		IV+	IV	IV	I	I	II	II+	III	III	II
Alternate Means of Transportation											
Drive Alone		I	III	II	III	II	V	IV	III	I	V
Walking		III	III+	IV	IV+	V	IV	IV	III	III+	IV
Other MBTA service		III	III	III	V	IV+	II	II+	IV	IV+	I

100	101	104	105	106	108	109	110	111	112	116	117	119	120	121	130
94	126	118	32	89	45	87	32	95	70	46	54	48	54	33	14
75.0%	53.3%	60.9%	70.3%	60.2%	67.5%	59.5%	65.4%	61.4%	41.3%	59.2%	44.5%	46.0%	31.2%	92.7%	57.4%
7.9%	10.8%	7.0%	4.0%	9.1%	2.5%	9.3%	3.7%	10.4%	1.6%	5.0%	3.3%	7.4%	4.9%		10.2%
5.1%	11.6%	6.4%	3.3%	8.8%	5.9%	11.7%	15.5%	1.0%	15.2%	5.8%	1.6%	15.3%	13.2%	3.1%	21.3%
3.5%	5.4%	5.1%	2.0%	5.0%		2.0%		3.9%	3.6%	1.7%	11.2%	7.4%	5.1%		
4.2%	12.0%	6.7%	5.4%	4.1%	9.4%	5.7%	3.7%	6.7%	12.7%	10.0%	9.9%	9.4%	19.6%		
1.7%	3.4%	7.8%		3.2%	5.4%			2.0%	3.6%	3.9%	2.4%		9.9%		
0.8%	0.6%	0.7%	6.2%		2.5%	2.4%	6.2%	3.9%	1.8%		10.3%	11.2%	3.6%	4.2%	11.1%
	2.4%	3.3%	5.4%	5.4%	1.5%	3.4%	5.6%	5.8%	2.9%	7.2%	8.3%	1.5%	8.3%		
1.7%	0.6%	2.0%	3.3%	4.1%	5.4%	6.0%		4.9%	17.4%	7.2%	8.3%	2.0%	4.4%		
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.7%	4.2%	3.6%	2.0%	0.9%	5.4%		3.1%	4.9%	5.3%	5.0%	5.4%	3.1%	7.3%	5.9%	12.0%
49.0%	50.6%	44.4%	44.6%	48.2%	46.6%	45.4%	37.2%	41.6%	43.4%	53.5%	61.8%	62.8%	53.1%	48.5%	58.4%
9.1%	5.2%	18.9%	13.5%	16.3%	11.3%	15.7%	15.8%	6.2%	15.7%	5.0%	10.9%	11.2%	12.1%	19.3%	11.3%
27.2%	27.6%	29.3%	24.1%	38.7%	28.6%	26.6%	37.0%	32.8%	22.4%	16.2%	30.3%	11.1%	20.5%	30.5%	34.1%
25.7%	17.4%	30.0%	21.5%	26.0%	18.4%	27.2%	27.7%	25.1%	21.4%	8.0%	29.1%	37.9%	32.0%	19.3%	5.6%
20.0%	20.5%	20.0%	31.9%	37.2%	17.3%	11.3%	23.1%	16.3%	7.4%	8.1%	22.7%	9.6%	8.6%	5.6%	28.4%
11.5%	12.1%	6.9%	8.1%	15.2%	18.7%	7.0%	7.3%	14.2%	15.8%	9.6%	7.3%	10.2%	12.6%	13.6%	
46.3%	42.3%	50.0%	33.7%	33.7%	52.4%	49.0%	40.6%	43.6%	56.0%	45.5%	38.9%	48.6%	50.0%	57.0%	5.6%
				0.9%		1.9%							1.6%		
23.5%	23.3%	20.9%	18.9%	30.5%	15.5%	23.0%	26.7%	25.6%	5.1%	17.0%	21.5%	13.1%	3.2%	8.4%	17.0%
16.8%	16.5%	17.4%	15.8%	25.7%	15.6%	17.1%	22.7%	22.6%	17.0%	30.0%	20.6%	34.1%	18.6%	8.4%	5.6%
6.4%	1.6%	1.8%						0.9%		1.5%	2.5%		1.5%		
18.3%	22.0%	26.0%	26.4%	12.9%	30.5%	13.1%	10.0%	4.4%	20.3%	12.6%	8.4%	23.4%	44.1%	38.9%	30.6%
18.0%	10.7%	12.3%	27.8%	12.5%	16.8%	3.8%	10.3%	28.3%	21.2%	12.6%	22.8%	9.2%	16.8%	38.6%	11.3%
	1.7%													2.8%	
					2.3%			0.9%			1.0%				
2.7%	1.4%	1.2%		0.9%	2.3%	2.7%	10.9%	0.9%	5.2%					2.8%	
11.2%	13.7%	15.3%	10.7%	12.0%	11.6%	32.8%	14.3%	12.7%	12.5%	12.3%	21.3%	14.6%	5.6%		26.0%
1.6%	3.4%	2.4%		0.9%	2.7%	1.9%	2.4%	0.9%	6.5%	1.5%		3.5%	3.3%		
0.9%	0.6%			2.4%		1.7%			5.3%				3.2%		
	4.6%	2.4%		1.8%	2.3%	3.5%	2.4%	2.4%	6.5%	12.0%	1.4%	1.9%	3.3%		9.0%
V	II+	III+	IV	III	IV	III	IV	III+	I	III	-II	-II	I	V+	III
III	IV	-III	II	III	I+	III	-II	IV	I	II	-II	III	II	I	IV
III	-V	III+	II	IV	III	-V	V	I+	V	III	-II	V	V	II	V
III+	IV	III	III	III	III	III	I	II	-III	IV	V	V	IV	III	V
III	III	III	II+	-V	III	III	-V	IV	II	-II	III+	I	II	III+	IV
III+	III	IV	II	II	IV	IV	-III	III	IV	III	II+	-IV	IV	IV+	-I
IV	IV	IV	-IV	V	II+	IV	-V	IV+	I	III	IV	II	I	I+	III
III	IV	IV+	IV+	II	V	II	II	I	-IV	II	I+	IV	V+	V	V
-III	II	-II	IV	II	III	I	I	IV	III	II	III+	I	II+	V	I+

	All	131	132	134	136	137	210	211	212	214	215	216
Returned Surveys	12,868	58	37	86	99	59	45	53	21	55	59	58
Trip Purposes												
Home based Work	55.7%	87.6%	59.7%	50.7%	63.5%	63.3%	49.6%	42.0%	53.0%	45.7%	52.5%	66.8%
Home-based School	10.7%	1.8%	4.2%	6.2%	1.8%	4.6%	11.0%	15.5%	42.5%	21.1%	17.3%	7.9%
Home-based Shopping	6.2%	4.6%	18.6%	10.0%	9.0%	3.6%	5.8%			10.1%	2.5%	6.5%
Home-based Social Activity	4.2%	1.4%		3.5%	7.9%	3.6%	12.0%	19.0%		8.3%	5.5%	2.2%
Home-based Personal Business	7.3%			15.4%	9.4%	14.1%	9.4%	9.5%	4.5%	3.4%	10.9%	4.2%
Home-based Work Related	3.5%	1.4%		4.2%	3.3%	5.2%	6.0%			4.9%	1.4%	5.5%
Home-based Other	2.3%		3.4%	2.5%				7.3%		3.0%	1.1%	2.8%
Work-based	5.5%	3.2%	6.1%	1.3%	2.9%	4.6%	4.6%	6.7%		3.4%	5.0%	1.4%
Non Home or Work-based	4.6%		8.0%	6.1%	2.2%	0.9%	1.6%				3.9%	2.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3.9%		3.6%	2.7%			14.9%	7.5%	4.3%	11.6%	1.1%	10.8%
Reasons For Using Transit												
Convenience	46.2%	53.0%	43.1%	30.0%	52.9%	47.2%	49.0%	25.0%	38.5%	39.0%	56.8%	44.1%
Speed/Travel time	11.6%	24.7%	17.9%	5.2%	16.0%	12.8%	10.4%	3.9%	14.5%	11.2%	8.6%	7.1%
Avoid driving/traffic	27.2%	64.4%	36.5%	21.8%	35.6%	45.1%	15.6%	25.2%	20.4%	29.0%	26.3%	31.7%
Inexpensive way to travel	26.9%	31.3%	37.6%	21.6%	34.6%	38.9%	20.2%	19.0%	19.8%	34.2%	20.6%	20.0%
Parking cost/availability	21.5%	39.9%	25.2%	14.9%	23.6%	19.8%	10.6%	5.9%	5.2%	26.7%	12.9%	17.7%
Environmentally responsible	15.6%	32.8%	7.5%	10.2%	19.7%	14.1%	8.2%	20.0%	10.5%	13.6%	5.9%	22.3%
Only Transportation available	43.5%	28.5%	34.8%	58.3%	42.9%	31.0%	52.6%	67.6%	60.8%	50.2%	53.2%	44.3%
Other	1.5%		3.9%			0.9%			5.2%			2.5%
Alternate Means of Transportation												
Drive alone	17.6%	28.9%	26.8%	17.5%	17.6%	25.6%	6.4%	17.9%		31.0%	10.4%	33.1%
Get a Ride	17.0%	13.1%	20.1%	14.3%	16.6%	19.5%	10.6%	26.9%	9.4%	27.7%	26.5%	19.4%
Bicycle	4.5%	1.6%			3.5%	2.3%		1.2%	5.2%	2.6%	2.9%	7.5%
Walking	17.3%	21.3%	16.9%	18.6%	8.9%	11.8%	34.5%	39.1%	23.9%	20.4%	21.0%	8.1%
Other MBTA service unspec.	23.2%	16.3%	12.6%	19.8%	29.4%	20.8%	23.0%	2.6%	33.2%		14.6%	6.3%
MBTA Subway	1.1%						8.1%	3.0%	4.1%			
MBTA Commuter Rail	0.4%		3.6%		6.0%	10.2%						
Carpool/Vanpool	1.4%	5.0%	1.8%	2.0%			2.4%			1.3%		1.2%
Would not make trip/change job	10.6%	10.2%	8.9%	18.5%	14.4%	5.9%	4.9%	5.4%	8.7%	14.2%	18.8%	19.3%
Taxicab	2.0%		1.8%	4.6%	1.1%		4.1%		5.2%	1.3%	2.7%	3.5%
Don't know	0.8%			0.7%		0.9%			4.6%		2.6%	
The RIDE												
Other	3.3%	3.1%	7.0%	3.5%	2.2%	2.6%	5.3%	3.5%	5.2%	1.3%		1.2%
Quintile Rankings for Trip Purpose, Reasons for Using Transit, and Alternate Means												
Trip Purposes												
Work		V	III	II	IV	IV	II	I	II+	-II	II	IV
School		I	II	II+	I	II	IV	-V	V+	V	V	III
Shopping		III	V	IV	IV	II+	III	I	I	IV	II	III+
Reasons for Using Transit												
Convenience		IV	II+	I	IV	III	III+	-I	I+	-II	-V	-III
Avoid Driving		V	IV+	II	IV	V	I+	-III	II	III	III	III+
Only Transportation		I	II	-V	III	I+	IV	V	V	IV	IV	III
Alternate Means of Transportation												
Drive Alone		V	V	III	III	IV+	I	III	-I	V	II	V
Walking		IV	III	III	-II	II	V	V+	IV	-IV	IV	I+
Other MBTA service		II	II	III	-V	IV	IV	I	V	-I	II	I

217	220	221	222	225	230	236	238	240	245	325	326	350	352	353
26	119	14	93	171	104	27	40	62	53	64	74	137	70	19
79.6%	50.5%	83.7%	57.7%	62.7%	63.3%	47.4%	72.5%	44.2%	36.8%	92.1%	90.6%	72.8%	94.5%	78.9%
11.4%	7.6%		16.8%	5.8%	8.0%	7.6%	1.8%	5.3%	17.7%		1.2%	4.2%	2.7%	5.3%
	1.1%		3.4%	9.8%	7.2%	17.4%	13.4%	8.6%	13.9%	1.6%		3.7%		
	6.0%		6.5%	0.6%	3.8%	2.6%		10.8%	2.5%			1.9%		
5.7%	15.5%	10.5%	7.4%	13.8%	8.5%	10.0%	8.2%	4.5%	15.2%			3.7%		
	6.0%	5.8%	2.6%	1.7%		15.0%			9.5%	3.2%	1.2%	3.5%		
	3.8%			1.2%	2.5%		4.1%	6.6%				0.9%		
3.3%	7.1%			3.2%	2.8%			14.7%	3.0%	3.2%	7.0%	3.7%	2.7%	15.8%
	2.5%		5.7%	1.2%	3.8%			5.4%	1.5%			5.6%		
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	6.9%		1.7%	4.0%	4.0%		2.6%	9.6%	9.9%		1.4%	0.9%		
53.6%	43.7%	32.0%	55.7%	38.2%	37.1%	50.0%	31.2%	38.5%	51.3%	68.7%	70.2%	38.9%	50.0%	68.4%
11.6%	15.6%		13.8%	8.0%	10.1%	7.4%	3.0%	7.7%	6.0%	42.1%	45.9%	6.9%	32.8%	36.8%
23.6%	33.9%	39.9%	36.2%	23.7%	34.5%	12.5%	27.5%	35.7%	26.1%	53.1%	68.9%	38.9%	77.1%	84.2%
11.5%	33.8%	34.5%	33.3%	22.6%	31.4%	12.4%	22.1%	38.0%	26.4%	28.1%	31.0%	34.0%	31.4%	10.5%
8.8%	20.4%	21.3%	16.1%	10.6%	19.3%	14.9%	3.5%	17.9%	13.8%	48.4%	48.6%	23.7%	51.4%	31.5%
8.6%	21.0%	22.7%	19.4%	6.5%	13.5%	12.5%	5.4%	8.8%	13.8%	20.3%	28.3%	25.2%	27.1%	26.3%
46.3%	41.0%	49.4%	40.2%	51.6%	44.2%	70.2%	56.5%	48.0%	58.1%	9.3%	10.8%	53.7%	2.8%	10.5%
	1.6%		0.6%	2.5%			1.7%				2.7%			
11.9%	20.3%	50.5%	29.5%	17.3%	26.7%	7.3%	19.6%	23.9%	17.4%	18.7%	14.8%	27.0%	35.7%	26.3%
13.4%	29.0%	16.0%	21.7%	30.0%	16.9%	22.4%	32.3%	26.4%	22.2%	3.1%	4.0%	11.3%	1.4%	5.2%
2.8%	1.2%		0.6%	1.3%	1.0%							0.9%		
32.4%	7.2%		9.3%	20.4%	16.6%	30.2%	13.3%	10.4%	19.5%			3.6%		
13.5%	7.3%	10.6%	4.7%	5.6%	12.1%	10.0%	3.0%	17.4%	12.2%	67.1%	71.6%	13.3%	15.7%	57.8%
										3.1%		0.6%		
			0.6%								4.0%	1.5%	35.7%	
5.7%	1.9%		0.8%	4.0%	2.8%		5.7%	5.1%		3.1%	1.3%	4.6%	7.1%	
6.1%	17.8%	22.7%	27.6%	15.8%	15.3%	14.9%	16.6%	13.8%	18.4%	3.1%	4.0%	35.1%	2.8%	10.5%
10.6%	3.6%		3.0%	2.8%	4.3%	5.1%		2.0%	6.0%			0.5%		
	0.4%			0.6%	2.5%	2.5%	1.2%		1.1%			0.5%	1.4%	
3.0%	6.9%		1.5%	1.6%	1.4%	7.3%	8.0%	0.7%	2.8%	1.5%		0.5%		
V	II	V	III	-IV	IV	II	IV+	I+	I	V	V	-V	V+	V
IV	III	I	V	II	III	III	I	II	V	I	I	II	I+	II
I	I+	-I	II	IV	IV	V	V	IV	V	I+	I	II+	I	I
IV	-III	I	-V	I+	I	-IV	I	I+	IV	V+	V+	-II	-IV	V
II	IV	V	IV+	II	IV	I	III	IV	III	V	V+	V	V+	V+
III+	-III	IV	-III	IV	III	V+	IV+	-IV	-V	I	I	IV	-I	I
II	IV	V+	V	III	-V	I	-IV	IV	III	III+	II+	V	V	-V
V	I	I	-II	-IV	III	V	II	II	-IV	-I	-I	I	I	-I
II	I+	I+	I	I	-II	I	I	-III	-II	V+	V+	II	V	V

	All	354	411	426	429	430	433	435	436	437	439
Returned Surveys	12,868	36	22	138	25	14	5	63	35	14	15
Trip Purposes											
Home based Work	55.7%	91.3%	17.1%	76.3%	44.1%	31.8%	8.1%	35.3%	49.1%	39.3%	40.0%
Home-based School	10.7%		4.4%	10.0%	16.5%		35.1%	1.5%	14.0%	28.6%	10.0%
Home-based Shopping	6.2%		53.5%		7.4%	25.1%		29.1%	4.2%		16.0%
Home-based Social Activity	4.2%				3.5%		48.6%	2.5%	2.5%	10.7%	
Home-based Personal Business	7.3%	5.8%	19.3%	3.3%	2.0%			4.7%	2.5%	7.1%	4.0%
Home-based Work Related	3.5%			1.4%		15.9%		6.2%			10.0%
Home-based Other	2.3%				12.2%		8.1%		1.4%	7.1%	10.0%
Work-based	5.5%	2.9%	5.8%	7.0%	7.4%	11.3%		6.9%	9.5%	7.1%	
Non Home or Work-based	4.6%			2.1%	6.9%	15.9%		13.8%	16.8%		10.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3.9%	2.8%	4.5%	7.1%	10.5%			7.5%		41.1%	6.0%
Reasons For Using Transit											
Convenience	46.2%	55.5%	19.7%	51.5%	59.7%	51.1%		41.3%	46.2%	37.7%	43.4%
Speed/Travel time	11.6%	25.0%	5.2%	13.1%	9.5%	7.9%		6.8%	16.6%	7.0%	9.3%
Avoid driving/traffic	27.2%	83.3%	18.5%	42.3%	4.8%	23.8%		16.0%	12.9%		9.3%
Inexpensive way to travel	26.9%	36.1%	17.4%	24.7%	9.7%	31.7%		29.1%	26.7%	16.4%	9.3%
Parking cost/availability	21.5%	44.4%	5.2%	22.8%				3.1%	7.7%		
Environmentally responsible	15.6%	25.0%	5.2%	11.0%		13.6%		5.5%	11.6%		
Only Transportation available	43.5%	5.5%	66.9%	31.5%	60.8%	62.5%	100.0%	66.6%	31.9%	76.4%	65.9%
Other	1.5%	2.7%		1.9%		5.6%			3.9%		
Alternate Means of Transportation											
Drive alone	17.6%	16.6%	4.0%	28.2%	17.0%	7.9%		8.0%	12.7%	7.0%	
Get a Ride	17.0%		29.0%	18.4%	33.5%	43.1%	48.6%	30.7%	30.3%	41.7%	34.8%
Bicycle	4.5%		5.2%		3.0%	15.8%		8.0%	8.9%		
Walking	17.3%		34.9%	4.8%	30.3%	7.9%	16.2%	14.8%	14.8%	34.7%	27.8%
Other MBTA service unspec.	23.2%	66.6%	9.2%	27.2%	1.7%			3.6%	14.7%		28.0%
MBTA Subway	1.1%			0.3%							
MBTA Commuter Rail	0.4%	11.1%									
Carpool/Vanpool	1.4%	2.7%		5.0%					10.7%		
Would not make trip/change job	10.6%	2.7%	12.2%	13.0%	14.1%	25.0%		30.3%	6.4%	4.6%	
Taxicab	2.0%			0.3%				1.2%	1.2%		
Don't know	0.8%			0.3%							
The RIDE											
Other	3.3%		5.2%	1.9%			35.1%	3.1%		11.7%	9.3%
Quintile Rankings for Trip Purpose, Reasons for Using Transit, and Alternate Means											
Trip Purposes											
Work		V	-I	V	I+	I	-I	I	II	I	I
School		I	II	-IV	V	-I	V+	I	IV	V+	-IV
Shopping		-I	V+	I	IV	V+	I	V+	-III	I	V
Reasons for Using Transit											
Convenience		-V	-I	IV	V	IV	-I	II	III	I	-III
Avoid Driving		V+	II	V	I	II	-I	-II	I	-I	I
Only Transportation		-I	V	-II	V	V	V+	V	-II	V+	V
Alternate Means of Transportation											
Drive Alone		III	I	V	III	I+	I	I+	II	I	-I
Walking		-I	V	I	V	I	III	II+	II+	V	-V
Other MBTA service		V+	I	IV	I	-I	-I	I	II	-I	IV

441/442	450	451	455	458	500	501	502	504	505	553	554	556	558
229	140	42	193	25	179	53	92	157	51	66	63	66	9
60.3%	70.5%	26.4%	41.9%	26.0%	98.8%	96.3%	90.3%	89.2%	90.0%	44.2%	73.3%	71.5%	24.7%
6.0%	9.7%	14.2%	19.1%	16.5%	0.6%	1.9%	4.3%	0.6%		7.1%	2.9%	9.6%	8.6%
3.2%	0.2%	8.9%	6.5%	19.5%		1.9%		0.6%		10.2%	6.4%	4.3%	8.6%
8.1%	1.7%	14.6%	6.3%	4.0%						1.0%	3.1%	1.8%	32.1%
8.8%	5.1%	11.8%	7.7%	10.5%			1.1%	1.3%		11.7%	4.0%	0.8%	
2.8%	4.1%	3.3%	3.8%	2.0%			2.1%	0.6%		8.4%	3.1%	0.8%	8.6%
1.9%	0.5%		3.0%							3.1%		1.8%	
3.8%	8.2%	6.9%	3.6%		0.6%		2.1%	7.0%	10.0%	6.3%	4.3%	5.3%	17.3%
5.2%		13.8%	7.9%	21.5%				0.6%		8.1%	2.9%	4.3%	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.4%	1.4%	3.5%	4.1%	5.2%	1.1%			0.6%		0.9%	1.3%	4.7%	
42.6%	54.2%	35.3%	40.7%	38.6%	55.3%	58.4%	53.6%	69.9%	66.6%	48.9%	39.7%	51.0%	74.0%
8.8%	7.1%		7.4%	1.9%	21.2%	35.8%	30.0%	33.1%	35.2%	10.5%	10.8%	15.4%	8.6%
31.9%	35.7%	13.4%	15.2%	7.9%	69.2%	49.0%	52.5%	64.2%	66.6%	23.8%	39.6%	32.0%	
19.9%	24.4%	27.6%	21.4%	26.4%	23.4%	33.9%	37.5%	33.7%	19.6%	30.5%	24.9%	24.3%	58.0%
13.9%	19.8%	4.6%	7.6%	3.9%	46.3%	64.1%	64.3%	55.9%	60.7%	11.7%	18.0%	26.5%	8.6%
16.8%	15.6%	8.9%	8.6%	3.9%	23.4%	37.7%	25.7%	22.3%	35.2%	9.5%	16.9%	18.5%	8.6%
48.2%	40.1%	62.9%	61.1%	80.2%	2.2%	11.3%	15.2%	14.0%	5.8%	60.7%	42.5%	28.8%	24.6%
1.6%	1.4%				1.6%		1.0%	0.6%	1.9%	3.8%		0.6%	
23.6%	18.9%	2.2%	11.3%	6.6%	34.6%	30.1%	26.8%	35.7%	23.5%	3.5%	16.6%	25.8%	8.6%
17.8%	18.2%	30.8%	18.0%	41.7%		1.8%		1.9%	1.9%	12.6%	11.2%	10.2%	17.2%
2.2%	2.1%	11.3%	4.2%	3.6%		1.8%				4.8%	6.7%	2.3%	
6.7%	5.0%	33.9%	15.8%	15.9%			2.4%		1.9%	18.3%	7.0%	12.7%	32.0%
20.6%	31.9%	9.4%	21.5%		54.1%	56.6%	48.2%	51.5%	60.7%	27.8%	30.2%	37.2%	8.6%
	1.4%				1.6%	1.8%							
4.1%	3.5%	1.1%	2.8%		5.0%	1.8%		1.2%	3.9%		1.5%	2.3%	8.6%
0.4%	2.1%		1.7%	8.6%	2.2%	1.8%	1.0%	0.6%			3.8%		
19.7%	11.1%	6.7%	18.3%	19.6%		3.7%	15.0%	6.3%	7.8%	13.9%	16.1%	1.7%	16.0%
0.9%	0.2%		3.1%							11.7%		3.4%	8.6%
1.2%	1.6%		0.5%		0.5%		6.4%			4.8%	3.8%		
0.5%													
1.8%	3.5%	4.2%	2.4%	3.6%	1.6%			2.5%		2.1%	2.7%	4.0%	
III+	IV	I	I	I	V+	V+	V	V	V	I+	-V	IV+	-I
II	-IV	IV	V	V	I	I	II	I	I	-III	I+	III+	III
II	I	IV	-IV	V	-I	-II	I	I	-I	IV+	III+	-III	IV
II	IV	I	II	I+	IV+	V	IV	V+	V	III+	II	IV	V+
-IV	IV	I	I+	I	V+	V	V	V	V	II	V	-IV	-I
-IV	II+	V	V	V+	-I	I	I	I	-I	V	III	I	I
IV	-IV	I	II	I	V	V	V	V+	IV	I	III	-V	-II
I	I	V	-III	III	I	-I	I	I	I	III	I	II	V
III+	V	I	III+	-I	V+	V	V	V	V+	IV	IV	V	II+

	All	CT1	CT2	CT3	1	3	5	6	7	8	9
Returned Surveys	12,868	109	138	78	206	19	9	28	172	130	99
Number of Days per Week Riders Use MBTA Buses											
Less Than One	3.5%	4.6%	0.7%	2.5%	8.5%	6.0%	11.3%	7.8%	3.6%	3.0%	6.5%
One Day	1.7%	4.3%	2.1%	2.5%	3.6%			3.9%	1.8%		4.0%
Two Days	3.9%	4.1%	3.1%		8.4%		11.3%	3.9%	2.5%		3.9%
Three Days	5.8%	5.8%	5.0%	3.7%	8.5%		11.3%		7.7%	3.6%	1.8%
Four Days	6.7%	4.9%	6.4%	3.8%	8.9%	11.9%	11.3%	5.8%	6.2%	0.6%	2.9%
Five Days	41.0%	47.7%	54.2%	62.0%	27.7%	58.9%	21.7%	52.3%	60.7%	48.3%	42.7%
Six Days	17.3%	10.8%	18.8%	10.9%	14.6%	11.9%	21.7%	19.8%	10.2%	15.0%	17.3%
Seven Days	20.2%	18.0%	9.6%	14.7%	19.7%	11.3%	11.3%	6.5%	7.3%	29.5%	20.9%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%		0.7%		2.4%	5.3%			0.5%		2.8%
Saturday Usage											
Regularly	26.1%			4.2%	25.2%	6.0%	50.3%		8.6%	21.0%	25.1%
Occasionally	43.9%		2.3%	15.1%	52.9%		24.8%	16.9%	45.3%	36.4%	45.8%
Not at All	29.9%	100.0%	97.6%	80.5%	21.8%	93.9%	24.8%	83.0%	46.0%	42.5%	29.0%
Sunday Usage											
Regularly	16.8%			1.5%	18.7%				2.9%	17.8%	19.5%
Occasionally	39.0%		0.8%	10.1%	56.8%			12.8%	15.7%	31.8%	46.2%
Not at All	44.0%	100.0%	99.1%	88.3%	24.4%	100.0%	100.0%	87.1%	81.3%	50.3%	34.1%
Usage Rates by Fare Type											
Adult Cash Fare	28.3%	20.8%	22.5%	10.3%	45.9%	24.6%	22.2%	20.1%	35.6%	15.9%	40.7%
Adult Monthly pass	54.9%	71.8%	73.3%	82.6%	47.1%	69.6%	11.1%	61.2%	56.3%	76.9%	42.0%
10-ride ticket	0.2%										
Senior citizen/disabled	13.3%	5.1%	1.9%	2.4%	5.7%	5.6%	66.6%	18.5%	7.9%	3.2%	17.2%
Student pass	1.8%	1.3%	2.1%	4.5%	0.2%					1.0%	
Child/student	0.6%									2.7%	
Visitor Passport		0.8%			0.5%						
Other	0.5%				0.4%						
All Payment Types	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Trips per week											
Adult Cash	10.90	7.72	8.77	5.87	8.42	10.46	5.00	6.86	8.64	13.12	10.64
Adult pass	17.77	13.98	15.34	14.00	16.24	13.52	28.00	10.30	11.83	20.27	14.16
10-ride ticket	8.82										
Senior citizen/disabled	14.09	24.02	12.73	19.82	13.16	1.00	10.66	13.83	9.42	21.44	20.62
Student pass	16.69	10.00	26.46	17.40	4.00					18.84	
Child/student	18.35									19.66	
All Payment Types	15.29	13.06	14.04	13.46	12.47	12.05	11.33	10.26	10.50	19.13	13.84
Quintile Rankings for Usage Rates											
Days per Week riders use transit											
Less Than five		-IV	II	I+	V	II	V+	III	III	-I	-III
More Than five		-III	II+	II	III	II	III	II	I	-V	IV
Regular and Occasional Weekend Use											
Saturday		-I	I	I	-V	I	IV	I	-II	II	-IV
Sunday		I	I	-II	V+	I	I	II	II	III	V
Usage Rates by Fare Type											
Cash		II	II	I	V	III	II	II	IV+	I	V
Pass		V	V	V+	II	V	I	IV	III	V	-II
Senior/Disabled		I	I	I	I+	I+	V+	IV	II	I	IV

10	11	14	15	16	17	18	19	20	21	22	23	24	26	27	28
122	76	33	56	64	70	22	37	46	60	76	74	17	21	19	126
2.9%	2.5%	1.6%			2.7%				3.6%	1.1%	2.3%	10.1%		5.0%	2.3%
0.6%	2.9%			4.3%	1.1%										
4.1%	1.7%		1.7%	1.4%	5.3%		2.0%		3.6%	1.1%	1.3%				1.6%
3.9%	4.8%	1.6%	2.3%		4.3%	11.3%	3.0%	4.4%	4.8%	7.6%	3.9%		10.5%		1.5%
5.2%	9.9%	10.1%	5.9%	5.5%	6.4%	15.3%	3.4%	2.3%	6.8%	4.9%	5.1%	18.5%	6.0%	5.4%	2.5%
37.1%	45.7%	24.8%	26.6%	34.2%	29.6%	21.1%	29.7%	59.9%	42.3%	31.7%	39.2%	20.4%	63.9%	30.2%	33.3%
17.0%	13.6%	9.4%	24.3%	26.4%	25.4%	38.5%	18.5%	20.0%	13.3%	23.6%	16.3%		15.0%	10.7%	21.7%
29.2%	18.9%	52.5%	39.2%	28.1%	25.3%	13.8%	43.4%	13.3%	25.4%	30.0%	31.9%	51.1%	4.5%	48.8%	37.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.9%	3.7%		1.7%			3.2%	3.4%	2.2%			2.6%				1.5%
27.3%	25.6%	29.8%	41.1%	42.6%	26.9%	47.4%	22.1%	13.6%	32.8%	41.8%	31.0%	42.4%	10.5%	46.2%	46.2%
38.3%	53.5%	43.5%	45.4%	36.5%	47.4%	42.3%	20.7%	56.8%	30.2%	37.2%	42.5%	30.9%	52.1%	35.4%	39.3%
34.3%	20.8%	26.6%	13.4%	20.7%	25.5%	10.1%	57.0%	29.5%	36.8%	20.9%	26.4%	26.6%	37.3%	18.2%	14.4%
20.1%	22.3%	30.3%	30.5%	26.2%	13.8%	8.5%	18.1%	9.5%	17.9%	28.7%	20.7%	38.6%	6.7%		36.7%
39.0%	40.7%	14.7%	46.2%	34.4%	40.5%		13.7%	40.4%	13.4%	45.3%	42.9%	16.3%	41.5%	66.6%	36.4%
40.8%	36.8%	54.9%	23.2%	39.3%	45.6%	91.4%	68.1%	50.0%	68.5%	25.8%	36.3%	45.0%	51.6%	33.3%	26.7%
26.7%	29.8%	18.1%	19.0%	23.1%	31.2%	26.2%	22.6%	28.2%	20.5%	32.7%	22.3%	26.5%	26.7%	10.2%	18.8%
54.7%	43.3%	70.2%	62.4%	62.0%	51.6%	11.9%	72.4%	54.3%	70.9%	55.6%	61.9%	55.2%	68.8%	63.1%	60.4%
17.8%	26.8%	11.6%	8.1%	12.1%	11.3%	61.7%	1.8%	8.6%	5.8%	9.4%	7.3%	6.2%	4.4%	26.5%	10.1%
0.6%			5.7%	1.1%	1.2%			8.6%	2.6%		5.8%	11.9%			8.9%
			4.5%	1.4%			2.9%				2.5%				
															1.6%
					4.4%					2.1%					
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
11.91	13.13	13.26	16.33	13.95	12.77	7.01	9.89	11.53	14.11	13.37	20.05	11.68	9.66	12.10	20.56
16.93	14.45	28.04	22.61	26.28	25.25	31.94	25.85	14.68	21.85	18.19	21.59	25.80	15.08	21.50	24.14
14.91	14.44	34.95	21.62	12.87	9.93	12.45	10.00	10.50	4.32	37.19	27.84	2.00	20.00	18.74	13.91
0.00			10.49	56.00	12.00			12.50	23.00		12.55	14.00			14.57
			23.21	0.00			14.00				39.00				
14.97	14.06	26.16	20.66	21.75	20.02	13.36	21.58	13.23	19.27	18.16	21.61	19.15	13.85	19.80	21.65
II	III	-II	I	I	III	IV	I	-I	II+	II	I+	IV+	II	I	I
-V	III	V+	V+	V	V	V	V+	III	IV	V	V	V	I	V+	V
II+	V	IV	V	V	IV	V+	I+	III+	II+	-V	IV	IV	II	V	V
IV	-V	III	V+	IV	III+	I+	-III	III	II+	V+	-V	-IV	III	V	V
III+	IV	I+	-II	II+	IV	III	II	III+	II	IV	II	III	III	I	-II
III	-II	V	IV	IV	-III	I	V	III	V	III	IV	III	V	IV	-IV
IV	V	III	II	III	-III	V+	I	II	I+	II	II	-II	I	V	II+

	All	29	30	31	32	33	34	34E	35	36	37
Returned Surveys	12,868	41	41	71	82	21	86	102	62	58	63
Number of Days per Week Riders Use MBTA Buses											
Less Than One	3.5%	4.1%	3.1%	3.6%	3.7%		4.3%	5.8%	6.3%	6.4%	2.8%
One Day	1.7%			1.8%	3.7%					1.3%	1.4%
Two Days	3.9%			1.8%	1.9%		2.6%	5.6%	4.6%	1.9%	11.4%
Three Days	5.8%			4.0%	5.7%		7.2%	5.2%	12.7%	19.4%	5.0%
Four Days	6.7%	3.3%		2.9%	11.4%	18.5%	2.2%	8.1%	6.3%	4.9%	4.3%
Five Days	41.0%	44.3%	45.7%	42.9%	43.1%	25.1%	48.2%	32.7%	47.7%	41.4%	36.3%
Six Days	17.3%	10.6%	27.6%	18.0%	14.5%	34.7%	22.8%	18.1%	11.3%	11.0%	8.5%
Seven Days	20.2%	37.7%	23.6%	24.9%	16.0%	21.8%	12.8%	24.5%	11.3%	13.6%	30.2%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%			3.6%	1.1%		4.4%	7.3%	1.7%		
Saturday Usage											
Regularly	26.1%	30.6%	23.3%	25.3%	21.7%	49.9%	19.2%	39.6%	25.3%	21.7%	23.7%
Occasionally	43.9%	29.1%	70.9%	45.6%	51.8%	31.5%	56.7%	43.8%	43.2%	44.5%	38.4%
Not at All	29.9%	40.1%	5.6%	29.0%	26.3%	18.5%	23.9%	16.5%	31.3%	33.7%	37.8%
Sunday Usage											
Regularly	16.8%		10.7%	27.0%	13.3%		10.3%	34.2%	7.3%	18.0%	10.1%
Occasionally	39.0%	6.5%	59.2%	40.7%	44.3%	11.2%	58.7%	37.9%	46.8%	38.2%	43.5%
Not at All	44.0%	93.4%	30.0%	32.1%	42.2%	88.7%	30.9%	27.8%	45.7%	43.7%	46.3%
Usage Rates by Fare Type											
Adult Cash Fare	28.3%	14.4%	22.1%	31.5%	23.6%	6.7%	23.5%	37.3%	30.5%	37.4%	18.4%
Adult Monthly pass	54.9%	74.4%	71.9%	53.9%	53.6%	60.1%	65.2%	32.3%	44.8%	44.3%	62.1%
10-ride ticket	0.2%										
Senior citizen/disabled	13.3%	7.6%	1.8%	7.0%	20.0%	33.0%	9.6%	27.4%	22.9%	16.3%	16.9%
Student pass	1.8%		4.1%	5.7%	0.7%		1.5%	0.3%			
Child/student	0.6%	3.4%		1.7%				2.4%			2.3%
Visitor Passport											
Other	0.5%				1.8%				1.6%	1.9%	
All Payment Types	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Trips per week											
Adult Cash	10.90	20.03	12.75	14.13	12.23	32.00	8.73	14.02	8.48	13.47	14.42
Adult pass	17.77	23.14	19.04	17.25	20.31	24.01	14.79	16.96	16.41	18.63	21.30
10-ride ticket	8.82										
Senior citizen/disabled	14.09	34.83	12.00	12.00	10.67	11.20	10.10	14.82	9.27	6.43	7.39
Student pass	16.69		14.00	18.68	12.00		12.00	21.00			
Child/student	18.35	24.00		18.00				8.00			24.00
All Payment Types	15.29	23.53	17.32	15.99	16.09	20.32	12.87	15.07	12.32	14.58	17.73
Quintile Rankings for Usage Rates											
Days per Week riders use transit											
Less Than five		I	-I	-II	IV	II	II	IV	-V	V	IV
More Than five		V	V	IV+	III	V	-IV	IV	-II	II	IV
Regular and Occasional Weekend Use											
Saturday		II	V+	III+	IV	V	IV	V	III	III	II
Sunday		I+	V	V	IV	-II	V	V	III+	-IV	III+
Usage Rates by Fare Type											
Cash		I	II	IV	-III	-I	-III	V	IV	V	I+
Pass		V	V	III	III	-IV	IV+	I	II	II	IV
Senior/Disabled		II	I	-II	IV	V	II	V	-V	-IV	IV

38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	55
76	323	36	31	53	154	45	40	21	101	13	82	62	135	98	107
6.4%	6.3%			6.4%	4.8%		2.5%		1.1%		4.8%	5.0%	0.8%	3.6%	0.8%
2.4%	2.4%	1.6%					4.1%		3.6%		3.7%		1.5%	0.6%	7.0%
7.5%	3.5%	1.6%	6.6%	9.3%	4.4%		5.2%		1.6%		2.8%	1.7%	5.3%	1.4%	9.5%
4.6%	6.0%	3.4%	6.8%	7.8%	6.9%	3.8%		8.3%	6.3%		3.4%	11.6%	7.2%	6.8%	5.1%
8.3%	7.2%	3.4%		2.7%	2.6%	3.6%	2.5%	14.1%	8.7%	30.7%	5.6%	10.8%	6.3%	10.2%	11.6%
45.6%	35.7%	41.8%	31.3%	26.5%	38.5%	23.4%	36.0%	26.6%	42.0%	30.7%	34.4%	30.9%	46.1%	53.0%	34.9%
17.1%	15.0%	23.1%	22.5%	18.1%	18.0%	31.7%	19.8%	18.3%	13.7%	15.6%	21.4%	16.0%	22.0%	19.3%	12.0%
8.1%	24.0%	25.0%	32.8%	29.1%	24.8%	37.5%	29.8%	32.8%	23.0%	22.9%	23.9%	24.1%	10.8%	5.1%	19.2%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.0%	0.2%	3.1%			4.8%	4.9%	2.0%	4.0%	1.6%		1.4%	4.9%	0.8%	1.7%	1.4%
29.8%	29.6%	53.9%	30.9%	33.2%	28.8%	43.4%	48.1%	41.0%	23.7%	53.5%	24.1%	41.0%	21.1%	13.9%	26.5%
40.2%	47.9%	30.7%	38.7%	39.5%	38.0%	43.8%	31.3%	23.7%	44.6%	38.7%	44.1%	35.0%	49.4%	40.9%	46.9%
29.8%	22.4%	15.2%	30.2%	27.1%	33.1%	12.6%	20.4%	35.2%	31.6%	7.6%	31.6%	23.8%	29.4%	45.0%	26.5%
19.2%	25.3%	6.3%	15.1%	21.4%	20.3%	34.0%	37.6%	20.2%	13.6%		11.4%	12.3%	2.9%	2.4%	16.2%
29.0%	46.8%	20.5%	14.7%	40.4%	39.4%	48.0%	28.1%	13.9%	35.6%	28.8%	37.4%	7.3%	20.1%	10.9%	53.6%
51.7%	27.8%	73.0%	70.1%	38.0%	40.2%	17.8%	34.2%	65.7%	50.7%	71.1%	51.0%	80.3%	76.9%	86.5%	30.0%
27.1%	25.6%	15.2%	19.4%	29.0%	32.7%	22.6%	24.4%	11.9%	21.8%	23.0%	26.6%	20.6%	24.9%	25.1%	36.1%
50.9%	58.7%	61.6%	61.1%	57.7%	50.2%	52.2%	60.4%	50.7%	59.0%	30.7%	61.8%	62.5%	53.7%	48.3%	40.6%
19.9%	12.1%	21.5%	16.3%	9.5%	9.9%	6.5%	3.7%	25.7%	15.6%	46.1%	9.2%	16.7%	13.6%	11.6%	19.7%
2.0%	2.3%		2.9%	3.6%	4.1%	5.7%	7.1%	7.7%	2.3%		2.2%		6.8%	8.3%	
							2.4%	3.8%	1.1%				0.7%	2.6%	
0.1%															
0.9%	1.6%				2.8%	12.8%	1.7%							3.8%	3.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
10.77	8.59	18.32	9.36	15.92	9.06	20.76	12.44	16.32	12.71	17.66	12.29	8.38	9.53	10.42	6.59
15.13	15.77	18.98	24.14	26.92	19.50	24.70	19.72	26.66	20.08	24.25	21.48	24.91	15.01	19.89	14.51
6.68	14.34	16.31	15.56	27.11	21.00	18.30	7.51	15.70	18.78	14.66	22.23	12.66	12.73	12.15	10.69
15.00	15.31		10.00	13.21	17.55	59.50	15.06	4.92	17.14		25.00		21.30	12.90	
							24.00	21.00	2.00				5.00	15.00	
12.26	13.68	18.03	19.43	23.24	15.81	24.66	17.08	20.70	18.00	18.30	19.18	19.44	13.68	15.90	10.64
-V	IV	I	-II	IV	II+	I	II	III	III	V	III	IV+	III	III+	V
II	IV	V	V	-V	IV+	V+	V	V	-IV	IV	-V	IV	III	II	III
III+	IV+	V	III	-IV	III	V+	V	II+	III	V+	III	IV	III+	-II	IV
III	V	II	II+	IV+	IV	V+	V	-III	III	II+	III	II	II	II	V
III+	III	I	-II	-IV	IV	II	-III	I	II	II+	III	II	III	III	IV+
II+	III+	IV	IV	III	II+	III	-IV	II+	III+	I	IV	IV	III	II	I
IV	III	IV+	-IV	II	II	-II	I	V	III+	V+	II	-IV	III	III	IV

	All	57	59	60	62	64	65	66	67	69	70
Returned Surveys	12,868	154	139	58	168	120	215	213	93	72	123
Number of Days per Week Riders Use MBTA Buses											
Less Than One	3.5%	4.4%	4.7%	5.1%	5.6%	1.5%	5.7%	3.3%	0.9%	3.3%	
One Day	1.7%	2.6%	2.4%		0.3%	1.0%	2.9%	0.4%	3.8%	4.1%	1.1%
Two Days	3.9%	6.8%	5.5%	5.8%	5.0%	1.0%	4.9%	6.3%	0.9%	1.7%	4.0%
Three Days	5.8%	5.3%	10.6%	2.9%	10.3%	4.5%	4.6%	5.5%	9.4%	9.7%	7.2%
Four Days	6.7%	4.1%	8.2%	8.7%	6.3%	5.1%	7.5%	7.0%	11.3%	3.3%	6.7%
Five Days	41.0%	38.8%	40.1%	57.4%	48.6%	46.2%	49.4%	35.5%	50.2%	30.5%	46.4%
Six Days	17.3%	19.3%	21.2%	6.7%	13.1%	23.8%	9.2%	17.3%	12.9%	23.6%	19.8%
Seven Days	20.2%	18.7%	7.3%	13.3%	10.8%	16.8%	15.8%	24.7%	10.7%	23.9%	14.8%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%	1.0%	0.5%			2.5%	0.4%	0.6%	3.5%		
Saturday Usage											
Regularly	26.1%	23.4%	27.1%	11.7%	14.3%	18.3%	11.3%	24.7%	2.9%	30.8%	24.2%
Occasionally	43.9%	55.1%	38.8%	51.0%	45.4%	42.8%	43.6%	52.5%	15.4%	44.7%	44.9%
Not at All	29.9%	21.4%	34.0%	37.1%	40.1%	38.8%	44.9%	22.6%	81.6%	24.3%	30.8%
Sunday Usage											
Regularly	16.8%	19.1%		5.8%	1.2%	11.4%	0.8%	13.7%		25.2%	17.9%
Occasionally	39.0%	46.8%	1.1%	39.1%	20.3%	41.7%	10.5%	56.9%	9.9%	43.7%	41.0%
Not at All	44.0%	34.0%	98.8%	54.9%	78.3%	46.8%	88.6%	29.2%	90.0%	31.0%	41.0%
Usage Rates by Fare Type											
Adult Cash Fare	28.3%	25.0%	26.1%	20.1%	26.3%	27.7%	27.7%	32.9%	26.1%	24.5%	22.1%
Adult Monthly pass	54.9%	66.9%	48.1%	66.7%	53.6%	60.8%	63.1%	57.3%	57.2%	51.0%	62.1%
10-ride ticket	0.2%										
Senior citizen/disabled	13.3%	7.9%	22.3%	11.9%	17.5%	11.3%	8.1%	9.5%	10.3%	18.8%	12.8%
Student pass	1.8%		1.0%		1.2%		0.8%		3.6%	4.1%	1.7%
Child/student	0.6%		1.5%		1.1%				1.8%	1.2%	
Visitor Passport			0.7%						0.7%		1.2%
Other	0.5%			1.1%				0.2%			
All Payment Types	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Trips per week											
Adult Cash	10.90	7.55	8.41	9.93	9.61	11.75	8.89	8.71	11.33	7.09	12.21
Adult pass	17.77	18.11	16.57	17.85	16.54	16.43	15.28	17.61	14.43	22.33	17.74
10-ride ticket	8.82										
Senior citizen/disabled	14.09	9.50	11.07	4.66	12.18	19.61	14.14	18.71	8.34	9.25	15.85
Student pass	16.69		12.50		8.00		5.00		6.50	15.69	33.22
Child/student	18.35		7.96		6.00				3.00	10.00	
All Payment Types	15.29	14.63	12.99	14.70	13.70	15.49	13.32	14.75	12.53	15.68	16.61
Quintile Rankings for Usage Rates											
Days per Week riders use transit											
Less Than five		III+	V	III	IV+	I+	IV	III+	IV	III	-III
More Than five		IV	-III	I+	II	IV	II	IV	II	V	III+
Regular and Occasional Weekend Use											
Saturday		-V	-III	II	II	II	-II	IV	I	IV	III
Sunday		V	I	III	II	III	-II	V	I+	V	IV
Usage Rates by Fare Type											
Cash		III	III	II	III	III+	III+	IV	III	-III	II
Pass		-V	II	-V	III	IV	IV	III	III	II+	IV
Senior/Disabled		II	IV+	III	IV	III	II	II	II+	IV	III

70A	71	72	73	74/75	76	77/77A	78	79	80	83	84	85	86	87	88
59	267	75	219	204	145	315	156	129	124	61	47	98	114	89	98
4.2%	7.1%	4.0%	4.4%	3.9%	3.7%	4.0%	1.9%	8.2%	3.2%		2.0%	1.9%	1.4%	2.5%	2.9%
0.9%	2.2%	1.3%	1.5%	3.6%	2.5%	2.4%	2.8%	1.0%	3.2%			2.8%	1.4%	4.6%	1.1%
1.9%	5.2%	8.0%	5.9%	5.1%	6.9%	7.1%	3.4%	1.1%	6.7%	1.2%	2.0%	3.1%	5.3%	1.8%	
8.7%	6.0%	13.4%	8.4%	8.1%	8.2%	7.4%	4.7%	4.7%	9.5%	2.3%	6.1%	5.0%	5.8%	8.2%	5.0%
5.2%	7.1%	13.0%	9.1%	9.1%	9.0%	10.0%	2.5%	4.7%	8.8%	6.1%	9.1%	4.1%	9.5%	5.4%	9.3%
35.8%	46.1%	20.3%	46.6%	42.4%	51.4%	32.8%	61.4%	52.1%	37.9%	59.4%	62.6%	51.9%	34.3%	48.8%	39.6%
18.5%	14.9%	24.2%	12.8%	18.2%	11.3%	16.3%	13.3%	17.7%	17.5%	18.0%	12.1%	15.7%	27.5%	13.1%	21.4%
24.8%	11.4%	15.7%	11.3%	9.6%	6.9%	20.0%	9.9%	10.5%	13.0%	13.0%	6.1%	15.4%	14.7%	15.7%	20.7%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	1.5%		0.7%	0.8%	2.8%	0.6%	0.5%	1.0%	2.8%	1.1%		2.0%		1.8%	
25.8%	18.6%	15.9%	21.3%	15.5%	11.9%	26.3%	9.2%	9.3%	16.6%	30.4%		3.9%	26.6%	21.3%	30.4%
34.1%	47.3%	68.9%	52.5%	54.1%	47.3%	51.4%	51.7%	30.1%	54.3%	51.7%		10.3%	42.9%	39.5%	51.3%
40.0%	33.9%	15.1%	26.0%	30.2%	40.7%	22.2%	39.0%	60.5%	28.9%	17.7%	100.0%	85.6%	30.3%	39.0%	18.2%
12.8%	8.5%	11.3%	12.1%	10.1%	2.8%	19.6%	6.3%	6.7%	5.7%	21.3%		2.0%	13.8%	10.4%	21.2%
12.4%	46.0%	55.4%	44.9%	48.8%	15.0%	47.4%	39.4%	24.4%	51.2%	40.7%		7.5%	44.7%	41.5%	50.5%
74.7%	45.4%	33.2%	42.8%	41.1%	82.0%	32.8%	54.2%	68.8%	42.9%	37.8%	100.0%	90.3%	41.4%	48.0%	28.2%
32.3%	25.5%	39.1%	29.0%	25.2%	32.6%	30.8%	19.4%	25.9%	38.9%	23.6%	20.2%	36.5%	36.5%	22.9%	20.3%
43.4%	66.1%	53.5%	57.3%	64.4%	52.9%	52.1%	74.2%	68.9%	48.2%	48.8%	68.6%	58.5%	52.1%	62.3%	61.3%
24.2%	7.4%	7.3%	12.8%	9.9%	8.2%	15.3%	6.3%	5.0%	10.2%	20.0%	4.0%	3.8%	10.6%	13.6%	17.1%
	0.2%		0.7%	0.3%	2.4%	1.2%				3.7%	7.0%	0.9%	0.6%		
				3.0%	0.4%				2.4%	3.7%				1.0%	
0.5%				0.6%											1.2%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
12.66	8.20	6.45	6.81	7.00	7.67	7.86	8.59	7.36	10.82	12.66	5.80	9.19	10.56	9.06	13.33
17.43	16.29	17.40	15.16	14.00	14.02	16.45	15.65	12.09	15.12	18.38	11.61	16.14	17.01	14.34	15.43
20.41	10.24	11.81	15.30	7.03	6.93	13.68	8.19	16.70	14.55	11.55	11.00	10.80	10.09	10.73	12.72
	12.00		24.00	10.00	6.95	8.38				33.58	4.00	10.00	24.00		
				20.64	10.00				7.34	11.20				10.00	
16.61	13.71	12.71	12.81	11.52	11.39	13.30	13.80	11.10	13.19	15.96	9.87	13.33	13.97	12.59	14.69
III	IV+	V+	-V	-V	V	V	II	-III	V	I	-III	II	-IV	III	II
IV+	II	IV	II	II+	I	-IV	II	II+	III	III	I	III	IV	-III	IV
II	-III	V	IV	III	II	IV+	II	I+	-IV	V	-I	I	III	II	V
II	-IV	V	IV	IV	II	V	III	II+	IV	IV+	I	I+	IV	III	V
IV	III	V	-IV	III	IV	IV	II	III	V	-III	II	-V	-V	II+	II
II	IV+	III	III	IV+	III	-III	V	V	II	II	V	III+	-III	IV	IV
V	II	II	III	II	II	III	-II	I	II+	IV	I	I	-III	III	IV

	All	89	90	91	92	93	94	95	96	97	99
Returned Surveys	12,868	49	70	91	156	136	88	78	145	25	92
Number of Days per Week Riders Use MBTA Buses											
Less Than One	3.5%		2.4%	0.8%	4.8%	1.2%	3.7%	2.8%	2.9%		4.6%
One Day	1.7%	2.4%	5.9%		1.7%	1.9%	3.7%		0.6%		
Two Days	3.9%	6.5%	8.7%	2.6%	2.6%	2.3%	1.8%	5.5%	2.2%		5.8%
Three Days	5.8%	3.8%	4.9%	4.3%	6.3%	6.7%	8.1%	2.2%	7.3%	2.3%	5.9%
Four Days	6.7%		8.2%	5.4%	5.3%	6.8%	6.1%	2.8%	4.3%		3.8%
Five Days	41.0%	48.3%	35.5%	36.1%	55.3%	58.7%	43.1%	54.5%	54.8%	57.2%	38.9%
Six Days	17.3%	16.2%	12.8%	20.5%	17.0%	9.9%	21.4%	13.1%	18.2%	23.0%	21.0%
Seven Days	20.2%	22.8%	21.6%	30.4%	6.9%	12.6%	12.0%	19.2%	9.7%	17.5%	20.1%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%	4.3%	1.0%	3.1%	2.9%	0.5%		5.5%	2.1%	7.2%	
Saturday Usage											
Regularly	26.1%	19.4%	24.3%	24.6%	16.3%	17.1%	21.5%	27.0%	16.3%	27.2%	29.7%
Occasionally	43.9%	48.9%	45.7%	48.9%	49.7%	40.5%	59.4%	32.9%	58.0%	62.2%	36.9%
Not at All	29.9%	31.6%	29.9%	26.4%	33.9%	42.2%	19.0%	39.9%	25.5%	10.5%	33.2%
Sunday Usage											
Regularly	16.8%	14.4%	3.1%	16.4%	0.6%	7.7%	12.6%	10.7%	9.1%		19.6%
Occasionally	39.0%	46.3%	0.6%	42.0%	31.2%	41.5%	60.8%	37.9%	53.2%	16.7%	36.9%
Not at All	44.0%	39.2%	96.1%	41.5%	68.1%	50.6%	26.4%	51.2%	37.6%	83.2%	43.3%
Usage Rates by Fare Type											
Adult Cash Fare	28.3%	30.1%	22.8%	36.9%	43.1%	37.9%	23.3%	15.0%	22.7%	13.7%	32.2%
Adult Monthly pass	54.9%	48.5%	31.9%	45.5%	46.2%	51.1%	61.5%	72.8%	72.8%	80.3%	45.2%
10-ride ticket	0.2%					1.4%					
Senior citizen/disabled	13.3%	8.0%	45.1%	15.7%	10.6%	7.7%	15.1%	10.5%	4.3%	5.8%	18.3%
Student pass	1.8%	13.2%				1.6%		1.5%			2.3%
Child/student	0.6%										
Visitor Passport											
Other	0.5%			1.7%							1.8%
All Payment Types	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Trips per week											
Adult Cash	10.90	10.97	14.88	17.53	8.25	9.92	8.84	10.77	7.78	14.64	11.17
Adult pass	17.77	17.89	20.61	21.50	16.84	14.04	16.26	17.08	16.44	19.13	15.94
10-ride ticket	8.82					20.00					
Senior citizen/disabled	14.09	16.53	12.45	19.54	13.07	11.52	6.28	10.61	11.06	5.00	12.14
Student pass	16.69	15.20				31.81		4.00			6.00
Child/student	18.35										
All Payment Types	15.29	15.34	15.62	19.50	12.73	12.66	13.01	15.24	14.23	17.69	13.54
Quintile Rankings for Usage Rates											
Days per Week riders use transit											
Less Than five		I+	V	-II	III	II+	-IV	-II	II	-I	III
More Than five		IV	III+	V	II	-II	III	III	II+	IV	IV
Regular and Occasional Weekend Use											
Saturday		III	III	IV	-III	II	V	II	IV	V+	III
Sunday		IV+	I	IV	-III	III	V	III	IV+	II	IV
Usage Rates by Fare Type											
Cash		IV	II+	V	V	V	II+	I	II	I	IV
Pass		II	I	II	II	II+	IV	V	V	V+	II
Senior/Disabled		II	V+	III	-III	II	III	-III	I	-II	IV

100	101	104	105	106	108	109	110	111	112	116	117	119	120	121	130
94	126	118	32	89	45	87	32	95	70	46	54	48	54	33	14
3.5%	4.5%	3.5%				6.1%		1.9%	4.6%	3.7%	2.6%	1.5%	1.7%	3.1%	
				1.9%		8.0%		2.7%				1.5%			
7.3%	3.0%	1.6%	6.4%	7.4%	2.4%	2.0%	9.4%	4.7%	1.7%	3.7%			9.2%		
5.0%	6.6%	6.0%	2.0%	3.2%	11.1%	5.4%	3.1%	1.9%	6.5%	1.9%	2.3%	9.3%	11.4%	3.1%	9.8%
8.8%	11.8%	3.1%		4.5%	6.8%	7.7%	2.4%	7.6%	13.1%	3.6%	5.4%	6.7%	5.1%	3.1%	
54.7%	42.9%	48.0%	52.6%	63.1%	46.5%	46.1%	55.8%	42.1%	39.0%	32.6%	30.5%	38.2%	38.4%	64.8%	54.9%
11.6%	18.6%	15.0%	22.3%	9.6%	19.2%	16.6%	7.0%	21.4%	19.8%	25.4%	17.7%	20.9%	18.2%	15.8%	9.0%
9.0%	12.6%	22.8%	16.8%	10.4%	14.0%	16.1%	14.3%	17.7%	15.4%	29.1%	41.6%	22.0%	16.0%	10.2%	26.2%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	4.2%	0.9%		3.2%	2.9%	2.0%		2.7%	1.7%	3.2%	1.5%	5.7%	1.7%	4.2%	
25.7%	28.4%	32.0%	22.6%	14.8%	23.9%	39.0%	23.9%	25.2%	30.0%	32.9%	42.5%	28.8%	34.2%		35.4%
44.0%	40.9%	42.8%	44.6%	42.6%	53.4%	29.2%	42.0%	43.5%	40.0%	47.3%	40.8%	54.4%	41.0%	8.4%	16.3%
30.1%	30.5%	25.0%	32.7%	42.4%	22.6%	31.6%	33.9%	31.1%	29.8%	19.6%	16.6%	16.7%	24.7%	91.5%	48.1%
13.1%	5.3%	20.5%	4.3%	13.3%	22.1%	24.6%	9.7%	19.6%	19.7%	23.5%	38.1%	29.7%	23.7%		
43.8%	45.7%	37.1%	45.0%	40.5%	42.6%	28.8%	40.9%	43.2%	34.9%	34.9%	26.5%	44.2%	49.6%	5.9%	36.1%
42.9%	48.9%	42.2%	50.6%	46.0%	35.1%	46.4%	49.3%	37.0%	45.2%	41.4%	35.2%	26.0%	26.5%	94.0%	63.8%
28.7%	22.6%	28.8%	25.2%	36.4%	26.0%	20.9%	14.8%	36.3%	26.5%	39.1%	29.3%	30.2%	40.8%	30.8%	19.3%
60.3%	49.7%	52.0%	54.6%	46.8%	58.2%	48.1%	65.7%	50.0%	41.5%	43.8%	52.6%	37.8%	25.1%	59.4%	61.9%
10.9%	24.7%	17.2%	16.9%	14.8%	15.7%	26.7%	19.3%	12.7%	31.4%	15.4%	15.8%	23.5%	34.0%	9.6%	9.6%
	0.8%		3.2%	1.8%		1.7%		0.7%		1.5%	1.0%	6.8%			
		1.9%				2.4%			0.5%		1.0%				9.0%
	1.9%											1.4%			
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
8.51	7.71	12.32	10.60	10.77	14.28	9.39	9.27	12.54	9.79	12.95	12.17	10.67	11.07	9.81	4.50
12.04	14.72	18.17	19.61	14.67	17.29	16.99	9.26	19.84	25.31	17.37	16.74	16.37	24.14	13.95	14.76
10.53	10.45	13.44	17.65	10.61	15.13	13.01	30.27	13.91	11.62	15.29	20.22	14.76	9.91	11.85	14.00
	15.00		4.00	5.00		40.00		0.00		10.00	28.00	8.27			
		10.93				17.65			5.00		20.00				12.00
10.86	12.31	15.53	16.51	12.47	16.17	14.83	13.33	16.27	16.78	15.21	16.10	13.54	13.96	12.47	12.46
IV	IV	II	I	II	III	III	III+	II+	IV	I+	I	-III	IV	I	I
I+	III	-IV	IV	I	III	III	I+	IV	-IV	V	V	IV+	III	II	III+
III	III	IV	III	II	IV	III	-III	III	III+	V	V	V	IV	I	I+
IV	III	IV	III	III+	-V	III+	III	IV+	-IV	IV	-V	V+	V	I	III
-IV	II	-IV	III	-V	III	II	I	-V	III	V	IV	IV	V	IV	-II
-IV	II	-III	III	II	III	II	IV+	II	I+	II	III	I	I	III+	IV
-III	V	IV	IV	III	III+	V	IV	III	V	III	III+	-V	V	II	II

	All	131	132	134	136	137	210	211	212	214	215	216
Returned Surveys	12,868	58	37	86	99	59	45	53	21	55	59	58
Number of Days per Week Riders Use MBTA Buses												
Less Than One	3.5%		3.1%	1.8%	9.1%	3.9%	2.9%	4.7%			1.2%	2.2%
One Day	1.7%		7.1%	1.3%	4.6%						5.6%	
Two Days	3.9%	3.2%		5.1%	5.2%	10.9%	2.5%	10.1%	5.3%		5.4%	
Three Days	5.8%	5.0%	12.2%	7.3%	8.0%	12.8%	8.2%	12.3%	5.3%	7.6%	5.4%	1.3%
Four Days	6.7%	3.2%	1.7%	17.4%	3.0%	3.0%	10.8%	10.3%			5.4%	7.2%
Five Days	41.0%	76.7%	51.7%	39.5%	49.9%	47.4%	34.2%	49.4%	43.6%	44.1%	34.3%	54.6%
Six Days	17.3%	4.6%	18.4%	14.6%	13.0%	18.0%	24.2%	6.9%	36.1%	22.0%	13.2%	9.4%
Seven Days	20.2%	7.3%	5.8%	13.2%	7.2%	4.1%	17.2%	6.2%	9.8%	26.4%	29.7%	25.3%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%			0.8%	1.2%		2.8%		5.6%	3.1%	4.0%	1.2%
Saturday Usage												
Regularly	26.1%	1.7%	21.5%	34.7%	17.6%	13.8%	39.8%	24.2%	31.8%	34.0%	34.1%	42.6%
Occasionally	43.9%	3.3%	45.8%	42.5%	57.4%	47.2%	20.4%	53.6%	53.8%	47.4%	31.7%	36.0%
Not at All	29.9%	94.9%	32.5%	22.6%	24.9%	38.8%	39.6%	22.0%	14.2%	18.4%	34.0%	21.3%
Sunday Usage												
Regularly	16.8%		2.9%	12.0%	4.0%		7.6%	2.3%		23.2%	20.8%	25.7%
Occasionally	39.0%	1.5%	6.4%	34.6%	6.3%		14.6%	16.3%		50.4%	35.7%	42.3%
Not at All	44.0%	98.4%	90.6%	53.3%	89.6%	100.0%	77.6%	81.3%	100.0%	26.2%	43.3%	31.9%
Usage Rates by Fare Type												
Adult Cash Fare	28.3%	28.3%	17.6%	32.3%	31.6%	43.7%	34.7%	31.8%	33.2%	25.6%	18.5%	18.8%
Adult Monthly pass	54.9%	68.6%	61.9%	42.9%	37.7%	40.8%	26.6%	30.6%	44.4%	51.5%	59.4%	66.4%
10-ride ticket	0.2%				1.5%							
Senior citizen/disabled	13.3%	3.0%	20.3%	23.3%	24.6%	15.4%	30.6%	24.0%	4.1%	17.5%	20.4%	12.0%
Student pass	1.8%				1.1%		8.0%	3.0%	9.4%	2.6%	1.6%	
Child/student	0.6%				1.1%			10.3%	8.7%	2.6%		2.5%
Visitor Passport												
Other	0.5%			1.3%	2.2%							
All Payment Types	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Trips per week												
Adult Cash	10.90	11.91	14.81	11.35	8.54	8.35	9.76	9.75	11.48	12.70	11.95	10.37
Adult pass	17.77	14.39	12.54	15.44	14.75	9.70	15.33	13.56	16.31	14.59	18.44	16.19
10-ride ticket	8.82				25.00							
Senior citizen/disabled	14.09	6.50	8.36	13.53	8.73	14.46	13.95	9.75	20.00	18.13	9.26	15.81
Student pass	16.69				35.00		14.00	10.00	19.01	13.00	12.00	
Child/student	18.35				10.00			11.75	10.94	45.00		14.00
All Payment Types	15.29	13.45	12.09	13.73	11.48	9.84	12.87	11.13	14.64	15.48	15.26	14.83
Quintile Rankings for Usage Rates												
Days per Week riders use transit												
Less Than five		I	IV	V	-V	V	IV	V	I	I	III+	I
More Than five		I	II	II	I+	-II	IV	I	-V	V	IV+	III+
Regular and Occasional Weekend Use												
Saturday		I	III	IV+	IV	II	II	IV+	V	V	II+	-V
Sunday		I	I+	III	-II	I	II	II	I	V	IV	V
Usage Rates by Fare Type												
Cash		-IV	I+	IV	IV	V	IV+	IV	IV+	III	I+	I+
Pass		V	IV	-II	I	I+	I	I	II	-III	III+	-V
Senior/Disabled		I	IV	-V	V	III	V	V	I	IV	IV+	III

217	220	221	222	225	230	236	238	240	245	325	326	350	352	353
26	119	14	93	171	104	27	40	62	53	64	74	137	70	19
	6.5%	23.9%		2.5%			7.3%	2.0%	2.9%	1.6%		6.0%		
8.5%	4.1%		2.5%	0.6%	2.4%	2.6%			1.3%			0.7%		
	2.9%		1.6%	4.4%	3.9%	10.0%		5.6%	2.9%	1.6%	1.2%	4.6%	2.7%	10.5%
3.7%	5.1%	5.7%	2.3%	5.6%	8.0%	2.6%	14.4%	5.7%	6.2%	7.8%	4.0%	4.2%	4.4%	5.3%
18.1%	14.2%	5.7%	10.5%	7.8%	6.9%	10.0%	5.2%	17.8%	10.7%	3.1%	1.2%	8.9%	8.7%	
36.7%	39.0%	42.0%	41.3%	48.9%	54.6%	54.6%	48.1%	45.9%	41.6%	78.1%	83.8%	46.6%	82.5%	84.2%
23.4%	14.5%	22.7%	22.0%	16.5%	13.2%	7.6%	18.0%	13.6%	18.7%	4.7%	5.7%	13.0%	1.6%	
9.6%	13.6%		19.8%	13.8%	11.0%	12.6%	7.0%	9.3%	15.6%	3.1%	4.0%	15.9%		
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
12.0%	1.7%		2.3%	0.3%	1.2%		4.2%				1.4%	0.9%		
19.0%	15.0%	18.2%	32.7%	26.0%	29.4%	12.8%	17.1%	21.2%	19.2%	1.6%	2.9%	12.6%		
41.7%	50.4%	17.0%	44.3%	46.9%	43.1%	53.6%	38.5%	46.5%	49.1%	3.2%	7.0%	46.1%		
39.1%	34.4%	64.6%	22.8%	27.0%	27.4%	33.4%	44.2%	32.2%	31.5%	95.1%	90.0%	41.2%	100.0%	100.0%
6.4%	10.7%		20.6%	10.7%	21.6%		8.9%	10.6%	3.1%	1.6%	3.0%	7.8%		
7.5%	45.3%	6.0%	44.9%	48.4%	38.8%	22.8%	29.8%	46.9%	14.9%	3.2%	7.3%	39.5%		
86.0%	43.9%	93.9%	34.3%	40.7%	39.5%	77.1%	61.1%	42.3%	81.8%	95.0%	89.6%	52.5%	100.0%	100.0%
40.4%	38.3%	29.2%	19.3%	31.7%	13.0%	15.0%	36.4%	22.4%	21.6%	10.9%	8.1%	25.7%	8.5%	5.2%
40.3%	41.7%	65.4%	61.9%	42.9%	63.7%	47.4%	40.6%	41.7%	41.5%	78.1%	87.8%	58.5%	74.2%	68.4%
										6.2%	1.3%		17.1%	26.3%
10.5%	17.7%	5.3%	15.6%	23.7%	20.8%	19.9%	22.8%	34.2%	30.2%	3.1%	2.7%	10.4%		
2.8%			0.8%	0.9%	2.4%	4.9%		0.7%	6.5%			3.6%		
5.7%	0.4%		2.2%	0.3%		7.5%						0.6%		
												0.9%		
	1.6%			0.3%		4.9%		0.7%		1.5%				
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
11.19	8.32	1.54	17.36	10.26	11.68	9.67	9.50	10.99	10.38	8.85	7.33	11.30	8.33	4.00
17.49	17.36	10.69	14.34	13.19	12.39	11.82	13.94	17.72	23.86	10.18	10.98	13.65	10.00	10.00
										5.50	6.00		8.16	8.00
3.48	16.76	12.00	14.87	16.07	11.34	8.21	10.60	12.04	13.35	10.00	10.00	12.73		
15.00			20.00	6.66	18.04	5.00		50.00	18.97			25.94		
8.00	12.00		12.48	20.00		48.32						10.00		
12.85	13.61	8.09	15.01	12.82	12.21	16.08	11.56	14.41	17.44	9.73	10.59	13.27	9.54	9.15
V	V	V	II	III	III	IV	IV	V	IV	II	-I	IV	II	II
III	II+	-II	IV	III	II	I+	II	-II	III	I	I	-III	-I	-I
II	II+	I	IV	-IV	-IV	III	II	III	III	I	I	II	-I	-I
II	-IV	I	V	IV	IV	II	III	IV	II	I	-II	III	I	I
V	V	IV	-II	IV	I	I	-V	II	II	I	I	III	I	-I
I	I+	IV+	IV	-II	IV	II	I	I+	I+	V	V+	III	V	V
II+	IV	I	III+	V	IV+	IV	-V	II	V	I	I	II+	-I	-I

	All	354	411	426	429	430	433	435	436	437	439
Returned Surveys	12,868	36	22	138	25	14	5	63	35	14	15
Number of Days per Week Riders Use MBTA Buses											
Less Than One	3.5%			1.4%	3.1%	5.8%		4.3%	2.4%		5.8%
One Day	1.7%	2.8%	9.2%		10.8%			3.6%		7.1%	
Two Days	3.9%		8.3%	4.1%			8.1%	5.0%	12.1%		11.5%
Three Days	5.8%	2.8%	14.5%	6.3%		15.8%	13.5%	7.3%	12.8%	4.7%	9.6%
Four Days	6.7%	5.6%	12.2%	5.8%	3.5%	15.8%		12.5%		11.8%	13.5%
Five Days	41.0%	80.2%	25.7%	63.0%	27.4%	42.9%	70.3%	32.7%	46.4%	18.8%	59.6%
Six Days	17.3%	8.5%	14.5%	11.8%	28.6%	5.8%	8.1%	18.5%	14.9%	57.6%	
Seven Days	20.2%		15.5%	7.6%	26.6%	13.8%		16.2%	11.4%		
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%										
Saturday Usage											
Regularly	26.1%		27.8%	18.9%	20.1%	6.1%		37.4%	20.1%	48.8%	
Occasionally	43.9%		53.5%	32.8%	58.8%	78.8%		40.0%	24.5%	34.7%	5.7%
Not at All	29.9%	100.0%	18.5%	48.1%	21.0%	14.9%	100.0%	22.5%	55.2%	16.4%	94.2%
Sunday Usage											
Regularly	16.8%		7.8%	10.1%				25.9%	11.6%	28.1%	
Occasionally	39.0%		27.3%	25.0%	14.4%	30.7%		34.4%	10.4%	28.1%	
Not at All	44.0%	100.0%	64.8%	64.7%	85.5%	69.2%	100.0%	39.5%	77.8%	43.6%	100.0%
Usage Rates by Fare Type											
Adult Cash Fare	28.3%	8.3%	44.2%	31.8%	71.2%	46.6%	16.2%	61.0%	63.8%	52.7%	25.3%
Adult Monthly pass	54.9%	77.7%	23.7%	59.4%		15.8%		14.1%	9.9%	14.1%	28.0%
10-ride ticket	0.2%	8.3%		3.1%							
Senior citizen/disabled	13.3%	5.5%	31.9%	4.2%	17.2%	37.4%	48.6%	21.6%	14.6%	11.7%	37.3%
Student pass	1.8%			1.3%	7.9%				2.4%	7.0%	9.3%
Child/student	0.6%				3.5%		35.1%	3.1%	8.9%	14.1%	
Visitor Passport											
Other	0.5%										
All Payment Types	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Trips per week											
Adult Cash	10.90	6.66	10.48	13.80	12.56	12.70	8.00	11.73	12.34	18.11	24.04
Adult pass	17.77	10.07	23.62	13.07		14.50		18.14	21.25	12.00	10.00
10-ride ticket	8.82	8.66		5.56							
Senior citizen/disabled	14.09	20.00	8.79	7.83	22.74	19.30	1.66	10.15	11.14	16.77	3.88
Student pass	16.69			12.00	10.44				10.00	5.00	10.00
Child/student	18.35				25.00		10.00	36.00	19.98	10.00	
All Payment Types	15.29	10.22	13.06	12.83	14.59	15.46	5.62	13.05	13.68	15.01	11.27
Quintile Rankings for Usage Rates											
Days per Week riders use transit											
Less Than five		I	V+	II	II	V	III	V	IV	-IV	V+
More Than five		I	III	I	V	I	I	III+	II	V	-I
Regular and Occasional Weekend Use											
Saturday		-I	V	-II	-V	V	-I	IV+	I+	V	I
Sunday		I	-III	-III	II	II+	I	IV	II	IV	I
Usage Rates by Fare Type											
Cash		I	V	IV	V+	V	I	V+	V+	V+	III
Pass		V	I	-IV	-I	I	-I	I	I	I	I
Senior/Disabled		I+	V	I	IV	V	V+	IV+	III	III	V

441/442	450	451	455	458	500	501	502	504	505	553	554	556	558
229	140	42	193	25	179	53	92	157	51	66	63	66	9
1.9%	2.8%	4.7%	4.1%	4.2%	3.8%			4.5%		4.5%	1.6%	0.7%	
2.3%	1.0%	6.3%	0.9%		3.0%			0.8%		4.0%	2.8%	3.4%	
4.4%	3.1%	6.7%	4.7%	10.8%	3.3%	3.7%	1.1%	0.6%	2.0%	6.3%		4.6%	8.6%
9.4%	7.9%	17.3%	8.0%	6.1%	8.0%		3.2%	7.3%	5.9%	8.2%		9.2%	17.3%
7.8%	4.1%	7.9%	8.6%	7.5%	15.1%	7.6%	3.2%	3.9%	12.0%	11.2%	19.2%	3.4%	8.6%
45.7%	53.4%	39.4%	32.1%	60.6%	66.9%	81.3%	81.8%	71.9%	78.0%	36.2%	49.7%	62.1%	48.1%
15.8%	20.1%	7.5%	24.8%	10.8%		3.7%	8.6%	8.4%	2.0%	21.7%	18.7%	13.3%	8.6%
12.8%	7.6%	10.2%	16.9%			3.7%	2.1%	2.6%		7.8%	8.1%	3.4%	8.6%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0.8%	1.0%		1.2%	4.9%	0.6%			1.9%	2.0%	3.2%			
24.7%	16.5%		35.2%	10.3%	0.5%	1.8%	5.4%	5.4%		24.6%	18.8%	7.1%	
49.3%	42.6%		38.5%	2.0%	3.5%	11.3%	28.7%	42.6%	8.1%	41.4%	34.7%	50.4%	
25.9%	40.7%	100.0%	26.2%	87.5%	95.8%	86.7%	65.7%	51.8%	91.8%	33.9%	46.4%	42.4%	100.0%
21.2%	11.7%		21.8%		0.6%	2.0%	1.1%	0.7%		2.9%	2.1%	0.8%	
38.8%	39.4%		41.4%		1.8%	2.0%	15.2%	11.9%	4.2%	8.8%	12.0%	2.8%	
39.9%	48.8%	100.0%	36.6%	100.0%	97.5%	95.9%	83.5%	87.3%	95.7%	88.2%	85.8%	96.2%	100.0%
39.1%	37.3%	64.5%	44.3%	45.1%	8.9%	9.4%	5.3%	14.3%	7.8%	35.9%	16.9%	6.3%	41.9%
43.8%	54.8%	1.1%	36.2%	8.6%	48.3%	84.9%	91.4%	76.7%	60.7%	34.9%	68.1%	67.7%	41.9%
	0.7%				41.0%	5.6%		3.1%	29.4%	5.1%		6.2%	
15.1%	5.4%	22.9%	17.0%	38.9%	1.6%		3.2%	4.4%	1.9%	23.9%	13.3%	16.2%	16.0%
0.3%	1.6%	3.3%	1.0%	3.6%				0.6%			1.4%		
1.4%		7.9%	0.9%	3.6%								3.4%	
			0.4%					0.6%					
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
11.53	9.06	8.14	13.15	10.60	6.31	6.80	10.00	6.10	10.00	9.99	11.05	13.75	7.11
15.08	13.62	4.00	14.31	7.93	8.98	10.33	13.86	11.05	10.03	17.10	17.76	15.89	24.02
	6.00				7.65	9.33		7.00	8.20	4.00		15.02	
7.64	8.86	15.29	9.76	8.22	6.33		16.66	10.71	10.00	14.04	11.31	12.61	0.00
10.00	18.61	35.00	11.50	5.00				20.00			24.00		
15.42		11.71	17.07	5.00								10.00	
12.55	11.69	10.93	12.98	9.03	8.15	9.94	13.74	10.22	9.49	13.13	15.85	14.96	13.07
IV	II+	V+	IV	IV+	V	I	I	II	III	V	-IV	III	V
-III	II	I	IV	I	-I	I	I	I	-I	III	II	I	I
IV	II	-I	IV	I	I	I	I	I+	I	-III	-II	II	-I
IV	III	I	-V	I	I	I	II	II	I	II	II	I	I
V	V	V+	V	V	I	I	-I	I	-I	IV+	I	-I	V
II	III	-I	I	I	II	V+	V+	V	IV	I	-V	-V	-II
III	I+	-V	IV	V	I	-I	I	I	I	V	III	-IV	-IV

	All	CT1	CT2	CT3	1	3	5	6	7	8	9
Returned Surveys	12,868	109	138	78	206	19	9	28	172	130	99
Licensed Drivers											
Licensed	68.4%	83.1%	84.3%	77.7%	78.8%	88.6%	24.7%	81.5%	81.3%	67.6%	74.5%
Not Licensed	31.6%	16.9%	15.7%	22.3%	21.2%	11.4%	75.3%	18.5%	18.7%	32.4%	25.5%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%		0.7%		0.5%		12.5%		0.5%		1.8%
Riders with Automobiles Available for Trip											
Auto Available	31.3%	43.2%	38.3%	52.8%	26.0%	33.1%		43.0%	55.4%	35.2%	40.7%
No Auto Available	68.7%	56.8%	61.7%	47.2%	74.0%	66.9%	100.0%	57.0%	44.6%	64.8%	59.3%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.3%		0.7%	1.3%	0.5%					1.1%	0.8%
Vehicles Owned per Household											
No Vehicles	40.0%	36.8%	38.5%	27.2%	47.7%	35.8%	87.1%	21.0%	22.6%	43.5%	39.5%
One Vehicle	37.5%	40.2%	38.5%	39.4%	37.6%	47.0%	12.9%	30.4%	46.7%	38.2%	38.6%
Two Vehicles	16.5%	13.5%	17.4%	28.5%	12.6%	11.9%		23.6%	22.5%	12.7%	18.3%
Three Vehicles	4.4%	5.6%	3.5%	5.0%	0.5%	5.3%		18.4%	5.5%	4.7%	2.5%
Four Vehicles	1.1%	3.0%			0.5%			6.5%	2.7%	0.9%	1.1%
Five or More Vehicles	0.5%	0.8%	2.2%		1.1%						
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.5%		2.2%	1.4%	1.0%	5.0%	12.5%		1.0%	2.2%	2.6%
Vehicles Owned per Capita											
No Vehicles	40.2%	36.8%	38.5%	27.2%	47.8%	35.5%	87.1%	21.0%	22.7%	44.0%	40.2%
Less than 0.5 Vehicles	20.0%	14.4%	10.7%	22.1%	12.6%	36.8%		12.0%	13.9%	24.5%	9.0%
0.5 to 0.99 Vehicles	25.0%	24.4%	31.7%	32.1%	21.5%	16.4%	12.9%	42.7%	30.9%	16.7%	26.7%
1.0 to 1.49 Vehicles	14.0%	24.4%	18.6%	18.6%	15.0%	11.2%		16.5%	31.0%	14.8%	24.1%
1.5 to 1.99 Vehicles	0.3%		0.5%		0.5%			3.9%	0.5%		
2.0 or More Vehicles	0.5%				2.6%			3.9%	1.0%		
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer											
Less than 1.0	85.2%	75.6%	80.9%	81.4%	81.9%	88.8%	100.0%	75.7%	67.5%	85.2%	75.9%
Quintile Rankings for Automobile Availability Data											
Possessing a License		V	V	IV	IV	V	-I	-V	-V	III	IV
Auto-Available		IV+	IV	V	II+	III+	-I	IV+	V	-IV	IV
0-vehicle Households		III	III	II	IV	III	V+	I	I	IV	III+
Less than 1.0 Vehicles per Capita		I+	II	II	II	-IV	V+	I+	I	III	-II

10	11	14	15	16	17	18	19	20	21	22	23	24	26	27	28
122	76	33	56	64	70	22	37	46	60	76	74	17	21	19	126
73.1%	71.0%	53.6%	54.1%	44.6%	54.6%	41.6%	45.3%	73.9%	72.5%	57.2%	54.0%	65.8%	80.6%	63.0%	56.6%
26.9%	29.0%	46.4%	45.9%	55.4%	45.4%	58.4%	54.7%	26.1%	27.5%	42.8%	46.0%	34.2%	19.4%	37.0%	43.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.9%	1.2%		1.7%	3.1%	4.4%	3.2%			6.9%		6.4%	4.0%			2.5%
30.8%	42.5%	12.6%	10.9%	21.9%	21.2%	16.5%	26.9%	29.0%	36.6%	29.6%	19.1%	19.0%	32.6%	9.9%	11.3%
69.2%	57.5%	87.4%	89.1%	78.1%	78.8%	83.5%	73.1%	71.0%	63.4%	70.4%	80.9%	81.0%	67.4%	90.1%	88.7%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.3%	1.2%		1.7%		1.1%	9.2%		2.2%	3.3%	2.1%	2.6%	4.0%	4.7%		3.1%
52.6%	38.8%	61.5%	63.8%	55.1%	55.6%	74.2%	47.3%	30.3%	39.2%	50.1%	44.4%	51.4%	31.5%	58.0%	54.6%
35.9%	41.4%	27.9%	16.3%	36.0%	26.1%	16.4%	36.0%	54.2%	35.4%	36.9%	42.6%	36.5%	41.7%	14.4%	27.8%
9.6%	15.7%	7.7%	16.7%	8.5%	11.0%	3.5%	13.6%	10.9%	20.6%	9.6%	11.6%	4.6%	22.3%	17.3%	11.7%
1.9%	4.1%		1.9%		3.6%		3.1%	2.3%	3.6%	1.5%	1.3%	7.5%	4.5%		3.3%
		2.9%	1.3%		1.1%	5.9%			1.3%	1.0%					1.7%
				0.4%	2.7%			2.3%		1.0%				10.3%	0.8%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.0%	2.4%	1.6%		4.3%		10.9%	5.1%		1.9%	2.0%	5.3%	19.7%			3.1%
52.6%	39.3%	61.3%	63.8%	55.1%	55.6%	74.2%	50.1%	31.1%	39.2%	50.1%	44.4%	51.3%	31.5%	60.8%	55.1%
12.0%	9.4%	19.8%	15.4%	22.9%	19.7%	18.8%	22.7%	24.5%	26.0%	29.2%	37.4%	31.8%	22.3%	15.9%	27.4%
28.5%	27.1%	14.4%	19.4%	16.9%	17.4%	7.0%	21.8%	31.1%	25.0%	15.6%	15.6%	16.9%	31.1%	18.1%	15.1%
6.8%	24.1%	4.5%	1.3%	4.7%	6.3%		5.4%	13.3%	7.6%	4.0%	2.6%		15.0%	5.2%	1.6%
									2.2%						0.8%
				0.4%	1.1%					1.0%					
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
93.2%	75.9%	95.5%	98.7%	94.9%	92.7%	100.0%	94.6%	86.7%	90.2%	95.0%	97.4%	100.0%	85.0%	94.8%	97.6%
IV	III	I+	I+	I	I+	I	I	IV	III+	II	I+	-III	IV+	II+	-II
III	IV+	I	I	II	II	I+	II+	-III	IV	III	II	II	III	I	I
V	III	V	V	V	V	V+	IV	II	III+	IV+	IV	-V	II	V	V
IV	I+	V	V	-V	IV	V+	-V	III	IV	V	V	V+	III	-V	V

	All	29	30	31	32	33	34	34E	35	36	37
Returned Surveys	12,868	41	41	71	82	21	86	102	62	58	63
Licensed Drivers											
Licensed	68.4%	72.4%	63.1%	60.2%	56.1%	48.2%	74.9%	58.8%	46.7%	85.7%	63.8%
Not Licensed	31.6%	27.6%	36.9%	39.8%	43.9%	51.8%	25.1%	41.2%	53.3%	14.3%	36.2%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%		1.8%				3.4%	1.3%	2.5%	1.7%	
Riders with Automobiles Available for Trip											
Auto Available	31.3%	27.1%	17.2%	29.3%	25.6%	3.3%	46.9%	27.3%	20.3%	31.6%	34.5%
No Auto Available	68.7%	72.9%	82.8%	70.7%	74.4%	96.7%	53.1%	72.7%	79.7%	68.4%	65.5%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.3%						4.7%	0.3%	1.7%		
Vehicles Owned per Household											
No Vehicles	40.0%	50.2%	37.6%	26.0%	35.0%	67.3%	23.7%	41.6%	37.7%	35.1%	38.0%
One Vehicle	37.5%	31.3%	38.8%	44.7%	44.9%	13.9%	44.9%	34.3%	34.0%	49.2%	33.4%
Two Vehicles	16.5%	17.4%	20.0%	16.9%	11.1%	15.3%	22.2%	20.8%	20.7%	15.8%	18.9%
Three Vehicles	4.4%		3.6%	12.5%	7.3%	3.4%	7.9%	2.2%	3.8%		5.8%
Four Vehicles	1.1%	1.0%			1.8%		1.3%	1.0%	3.8%		2.5%
Five or More Vehicles	0.5%										1.4%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.5%	3.4%		2.7%	0.8%	3.1%	7.0%	8.7%	1.7%	8.7%	
Vehicles Owned per Capita											
No Vehicles	40.2%	50.2%	37.5%	26.0%	35.2%	69.7%	23.7%	41.6%	37.7%	35.0%	38.1%
Less than 0.5 Vehicles	20.0%	32.5%	34.9%	33.9%	26.7%	12.7%	24.8%	19.9%	21.0%	20.8%	19.3%
0.5 to 0.99 Vehicles	25.0%	7.5%	22.6%	25.5%	27.3%	14.1%	31.8%	27.7%	29.0%	32.9%	21.4%
1.0 to 1.49 Vehicles	14.0%	9.7%	5.0%	12.9%	10.8%	3.5%	19.7%	10.4%	9.3%	11.3%	20.2%
1.5 to 1.99 Vehicles	0.3%								3.0%		1.0%
2.0 or More Vehicles	0.5%			1.8%				0.3%			
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer											
Less than 1.0	85.2%	90.3%	95.0%	85.3%	89.2%	96.5%	80.3%	89.2%	87.7%	88.7%	78.7%
Quintile Rankings for Automobile Availability Data											
Possessing a License		III+	II+	II	-II	I	IV	II	I	V	II+
Auto-Available		-III	I+	III	II	I	-V	-III	II	III	III+
0-vehicle Households		IV+	III	I+	-III	V+	I	-IV	III	-III	III
Less than 1.0 Vehicles per Capita		IV	V	III	IV	V	II	IV	III+	-IV	II

38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	55
76	323	36	31	53	154	45	40	21	101	13	82	62	135	98	107
69.8%	73.3%	51.4%	58.4%	64.2%	72.9%	38.6%	69.6%	41.8%	66.1%	38.5%	67.8%	56.1%	66.1%	55.1%	73.4%
30.2%	26.7%	48.6%	41.6%	35.8%	27.1%	61.4%	30.4%	58.2%	33.9%	61.5%	32.2%	43.9%	33.9%	44.9%	26.6%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.4%		3.1%			3.0%	3.7%		18.3%			1.4%				1.5%
30.4%	34.3%	21.5%	28.4%	18.3%	34.6%	16.4%	26.6%		24.2%	15.5%	27.3%	24.4%	29.7%	16.0%	26.6%
69.6%	65.7%	78.5%	71.6%	81.7%	65.4%	83.6%	73.4%	100.0%	75.8%	84.5%	72.7%	75.6%	70.3%	84.0%	73.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.0%		3.1%		2.9%	3.0%	1.8%	7.7%	13.1%	1.2%		1.4%				0.7%
35.5%	40.8%	61.7%	52.5%	50.5%	45.3%	61.3%	46.2%	63.6%	41.7%	66.3%	46.2%	26.2%	25.4%	25.3%	60.3%
44.2%	35.5%	29.1%	32.0%	38.0%	38.1%	29.1%	36.5%	32.2%	41.5%	16.9%	38.7%	47.8%	45.4%	41.6%	32.1%
13.2%	16.4%	9.3%	15.5%	7.7%	11.4%	5.9%	11.9%	4.1%	14.3%	16.9%	7.8%	21.1%	22.8%	25.0%	6.8%
6.0%	5.0%			3.8%	4.0%	3.7%	5.4%		1.2%		7.3%	5.0%	4.8%	5.3%	
	1.5%				1.2%								0.8%	1.4%	0.8%
1.1%	0.9%								1.2%				0.8%	1.4%	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.1%	0.2%	12.8%	3.8%	5.8%	6.2%	3.7%	4.7%	4.0%	2.9%	8.3%	4.0%	1.6%		3.4%	1.5%
35.6%	41.1%	61.8%	57.0%	50.5%	45.4%	61.3%	47.5%	66.4%	42.3%	66.3%	46.2%	26.4%	25.5%	25.3%	61.3%
24.3%	15.6%	15.8%	14.3%	25.2%	18.8%	24.1%	27.4%	29.3%	26.7%	16.9%	22.7%	27.7%	29.3%	38.7%	
29.4%	27.4%	16.8%	22.0%	20.4%	20.8%	11.7%	13.0%		14.6%	8.4%	11.1%	40.9%	28.4%	30.2%	17.5%
9.3%	14.0%	3.8%	6.6%	3.9%	15.0%	2.9%	10.1%	4.3%	15.2%	8.4%	19.1%	5.0%	16.8%	5.8%	21.2%
1.3%	0.7%										0.9%				
	1.2%	1.8%					2.2%		1.3%						
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
89.4%	84.0%	94.5%	93.4%	96.1%	85.0%	97.1%	87.8%	95.7%	83.5%	91.6%	80.0%	95.0%	83.2%	94.2%	78.8%
III	IV	I	II	II+	-IV	I	III	I	III	I	III	-II	III	-II	IV
III	III+	II	-III	-II	-IV	I+	II+	-I	II	I	-III	II	III	I	II+
III	-IV	V	V	IV+	IV	V	IV	V	-IV	V+	IV	-II	I+	I+	V
IV	-III	IV+	IV+	V	III	V	III+	V	-III	IV	II	V	-III	IV+	II

	All	354	411	426	429	430	433	435	436	437	439
Returned Surveys	12,868	36	22	138	25	14	5	63	35	14	15
Licensed Drivers											
Licensed	68.4%	97.2%	62.8%	80.6%	62.9%	72.8%	8.1%	50.0%	52.1%	74.1%	50.0%
Not Licensed	31.6%	2.8%	37.2%	19.4%	37.1%	27.2%	91.9%	50.0%	47.9%	25.9%	50.0%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%			1.4%				1.2%			
Riders with Automobiles Available for Trip											
Auto Available	31.3%	83.5%	17.5%	46.8%	3.1%	15.9%		9.5%	14.2%		9.4%
No Auto Available	68.7%	16.5%	82.5%	53.2%	96.9%	84.1%	100.0%	90.5%	85.8%	100.0%	90.6%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.3%							2.5%		7.6%	
Vehicles Owned per Household											
No Vehicles	40.0%		61.1%	14.2%	52.5%	27.2%	43.2%	52.4%	37.0%	8.2%	58.5%
One Vehicle	37.5%	19.8%	26.7%	48.4%	42.7%	56.9%	35.1%	33.2%	32.5%	70.1%	18.9%
Two Vehicles	16.5%	62.8%	8.3%	26.6%	4.8%			12.9%	26.6%	16.3%	18.9%
Three Vehicles	4.4%	14.5%	4.0%	5.9%		15.9%	8.1%	1.4%	3.8%	5.4%	3.8%
Four Vehicles	1.1%	2.9%		4.1%			13.5%				
Five or More Vehicles	0.5%			0.7%							
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.5%	2.8%		1.4%				5.9%		15.6%	
Vehicles Owned per Capita											
No Vehicles	40.2%		61.1%	14.2%	52.5%	29.5%	43.2%	52.4%	38.6%	8.2%	58.5%
Less than 0.5 Vehicles	20.0%	11.6%	4.0%	28.3%	41.3%	23.6%	35.1%	26.2%	15.5%	45.6%	
0.5 to 0.99 Vehicles	25.0%	48.3%	31.0%	28.3%	6.2%	46.8%	8.1%	18.9%	39.0%	40.8%	18.9%
1.0 to 1.49 Vehicles	14.0%	34.3%	4.0%	27.0%			13.5%	2.4%	6.9%	5.4%	22.6%
1.5 to 1.99 Vehicles	0.3%	2.9%		2.2%							
2.0 or More Vehicles	0.5%	2.9%									
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer											
Less than 1.0	85.2%	59.9%	96.0%	70.9%	100.0%	100.0%	86.5%	97.6%	93.1%	94.6%	77.4%
Quintile Rankings for Automobile Availability Data											
Possessing a License		V+	II	IV+	II	-IV	-I	I	I	IV	I
Auto-Available		V+	-II	-V	I	I	-I	I	I	-I	I
0-vehicle Households		-I	V	I	V	II	IV	-V	III	I	V
Less than 1.0 Vehicles per Capita		I	V	I	V+	V	III	V	IV	IV+	-II

441/442	450	451	455	458	500	501	502	504	505	553	554	556	558
229	140	42	193	25	179	53	92	157	51	66	63	66	9
68.8%	71.4%	42.4%	56.6%	37.8%	99.4%	96.3%	95.4%	93.0%	100.0%	46.6%	68.2%	73.0%	75.3%
31.2%	28.6%	57.6%	43.4%	62.2%	0.6%	3.7%	4.6%	7.0%		53.4%	31.8%	27.0%	24.7%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.0%	1.0%	3.2%	0.5%		1.7%			0.6%	2.0%	0.9%		1.7%	
26.2%	38.5%	16.3%	18.8%	8.6%	96.7%	78.9%	74.0%	75.4%	90.0%	21.7%	33.1%	34.8%	
73.8%	61.5%	83.7%	81.2%	91.4%	3.3%	21.1%	26.0%	24.6%	10.0%	78.3%	66.9%	65.2%	100.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.4%	1.0%	3.5%	1.3%		1.1%	1.9%		1.3%	2.0%			1.7%	
34.2%	31.3%	54.2%	46.9%	61.8%	0.6%	1.9%	6.4%	6.5%	4.0%	53.3%	39.1%	27.4%	49.4%
43.7%	33.2%	32.4%	34.8%	26.6%	17.4%	50.0%	36.7%	39.1%	29.4%	25.4%	27.5%	28.1%	25.9%
17.7%	26.2%	10.3%	14.0%	11.6%	65.3%	36.6%	37.5%	36.3%	54.8%	13.2%	22.9%	28.6%	16.0%
3.0%	7.0%	3.2%	3.9%		12.9%	7.7%	16.1%	12.2%	9.8%	4.9%	4.4%	10.5%	
1.5%	1.5%		0.5%		3.2%		1.1%	3.9%	2.0%	3.1%	6.0%	3.6%	8.6%
	0.8%				0.6%	3.8%	2.1%	1.9%				1.8%	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.2%	3.2%		2.7%	11.3%		1.9%		1.3%		0.9%		6.1%	
34.3%	31.6%	53.9%	47.5%	61.8%	0.6%	1.9%	6.4%	6.6%	4.2%	53.4%	39.2%	27.4%	49.4%
21.3%	20.9%	33.5%	16.0%	10.6%	8.0%	7.9%	12.1%	11.2%	12.3%	18.5%	17.9%	16.9%	42.0%
27.7%	25.1%	11.4%	22.7%	23.1%	38.4%	43.1%	36.5%	35.6%	42.8%	17.2%	24.6%	27.9%	8.6%
16.7%	20.9%	1.2%	13.1%	4.5%	48.2%	45.2%	44.0%	45.4%	40.7%	10.9%	18.3%	24.1%	
	0.8%		0.8%		3.0%	1.9%	1.1%	0.6%				1.8%	
	0.8%				1.8%			0.6%				1.8%	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
83.3%	77.6%	98.8%	86.1%	95.5%	47.0%	52.9%	55.0%	53.4%	59.3%	89.1%	81.7%	72.3%	100.0%
III	III	I	II	I	V+	V	V	V	V+	I	III	-IV	IV
II+	IV	I+	-II	I	V+	V	V	V	V+	II	III+	-IV	-I
-III	II	V	IV	V	-I	-I	I	I	I	V	III+	II	IV
-III	-II	V	III	V	-I	I	I	I	I	IV	II	I	V

	All	CT1	CT2	CT3	1	3	5	6	7	8	9
Returned Surveys	12,868	109	138	78	206	19	9	28	172	130	99
Age of Riders											
17 and Under	2.3%	1.3%	1.5%	4.5%	1.2%					5.4%	
18-24	14.2%	24.5%	21.5%	9.4%	21.4%			8.1%	9.0%	18.6%	10.5%
25-34	27.6%	41.8%	37.5%	29.7%	35.5%	24.6%		32.1%	31.2%	23.8%	23.2%
35-44	21.7%	15.8%	18.0%	30.9%	19.8%	56.3%		33.8%	25.6%	34.2%	23.6%
45-64	23.6%	14.9%	19.6%	24.1%	17.0%	19.0%	44.2%	26.0%	28.3%	16.3%	27.7%
65 and Older	10.7%	1.7%	2.0%	1.4%	5.2%		55.8%		5.9%	1.7%	15.0%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%		0.7%		1.7%	12.0%		4.1%			1.5%
Gender of Riders											
Male	32.6%	50.2%	29.8%	28.5%	43.0%	20.8%	11.1%	45.0%	36.4%	19.8%	34.9%
Female	67.3%	49.7%	70.1%	71.4%	56.9%	79.1%	88.8%	54.9%	63.5%	80.1%	65.0%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.7%		3.6%	2.5%	1.1%				1.0%	2.2%	0.8%
Annual Household Incomes of Riders											
Under \$20,000	27.1%	27.6%	14.1%	15.3%	30.4%	37.0%	85.4%	17.3%	6.5%	26.6%	20.3%
\$20,000 - 29,999	18.4%	17.4%	19.7%	15.3%	18.3%	34.6%		19.8%	11.4%	17.9%	19.1%
\$30,000 - 39,999	17.9%	18.8%	20.1%	13.8%	14.8%		14.6%	13.1%	18.1%	16.4%	14.1%
\$40,000 - 59,999	18.4%	20.9%	21.9%	23.2%	19.5%	21.3%		7.1%	28.1%	15.9%	26.4%
\$60,000 - 79,999	10.1%	5.6%	11.2%	19.0%	6.4%			19.8%	18.9%	15.5%	12.9%
Over \$80,000	8.1%	9.8%	12.9%	13.2%	10.6%	7.1%		23.0%	17.0%	7.7%	7.1%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15.8%	7.9%	10.3%	9.0%	7.0%	25.2%	28.3%	9.4%	9.6%	14.7%	10.1%
Mean Household Size	2.7	2.4	2.4	2.9	2.1	3.0	1.3	3.5	2.3	3.1	2.3
Quintile Rankings for Socioeconomic Data											
65 and Older		I	I	I	II	I	V+	I	II	I	IV
Male Passengers		V	II+	II	V	I	-I	V	IV	I	-IV
Annual Income under \$20,000		III	I+	-II	-IV	IV+	V+	II	I	III	II
Annual Income under \$30,000		III	IV+	-V	-III	I	-I	IV	V	III	-IV

10	11	14	15	16	17	18	19	20	21	22	23	24	26	27	28
122	76	33	56	64	70	22	37	46	60	76	74	17	21	19	126
		6.6%	8.4%		1.3%		3.1%	4.4%	1.3%	1.0%	2.3%	12.0%			5.9%
12.9%	5.0%	17.9%	13.1%	13.8%	9.8%		9.4%	13.3%	7.2%	19.2%	22.5%	16.3%	13.3%	18.1%	15.4%
21.7%	25.0%	14.7%	37.2%	35.3%	22.3%		47.2%	24.5%	23.9%	18.0%	29.6%	10.1%	26.7%	26.7%	23.4%
19.5%	14.7%	31.7%	11.3%	19.5%	29.1%	12.7%	22.5%	13.3%	38.2%	22.7%	19.3%	16.3%	31.6%	5.2%	28.5%
32.9%	28.3%	24.1%	25.4%	23.6%	28.3%	23.8%	14.8%	31.1%	23.4%	35.9%	19.9%	38.9%	23.9%	27.2%	24.4%
13.0%	27.1%	5.0%	4.6%	7.7%	9.1%	63.5%	3.1%	13.3%	6.0%	3.2%	6.4%	6.3%	4.5%	22.8%	2.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0.6%	2.4%		5.5%	5.5%	1.1%	9.2%	5.4%	2.2%	2.2%	1.0%	2.6%			5.1%	3.2%
28.6%	23.6%	14.7%	31.6%	16.4%	29.0%	29.7%	9.0%	32.6%	21.1%	21.1%	21.0%	37.2%	12.1%	15.6%	23.6%
71.3%	76.3%	85.2%	68.3%	83.5%	70.9%	70.2%	90.9%	67.3%	78.8%	78.8%	78.9%	62.7%	87.8%	84.3%	76.3%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.7%	4.1%	1.6%	3.5%	2.7%		3.2%	1.9%		5.7%	1.4%	6.4%	6.7%			3.1%
24.9%	31.7%	29.9%	43.7%	38.7%	33.8%	59.9%	38.4%	18.4%	22.9%	46.5%	38.8%	52.6%	27.5%	55.5%	46.9%
23.8%	16.6%	29.2%	19.8%	25.3%	29.6%	24.5%	24.7%	23.6%	23.4%	19.9%	26.2%	9.4%	20.6%	5.7%	22.6%
19.6%	24.7%	15.5%	16.0%	19.6%	12.3%	11.3%	12.3%	18.4%	17.4%	3.4%	19.1%	15.3%	17.3%	6.7%	18.9%
15.3%	18.1%	12.4%	13.5%	8.6%	12.9%		20.9%	13.2%	19.5%	16.5%	8.8%	4.7%	24.2%	23.4%	5.8%
7.1%	3.1%	10.0%	6.9%	4.9%	3.6%		3.6%	18.4%	5.7%	11.4%	7.1%	17.9%	5.2%		5.8%
9.3%	5.9%	3.1%		2.8%	7.9%	4.2%		8.0%	11.1%	2.3%			5.2%	8.6%	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
11.7%	12.0%	8.8%	12.4%	22.1%	11.4%	33.7%	23.6%	20.9%	19.1%	9.8%	17.1%	22.4%	15.4%	16.9%	19.2%
2.2	2.3	3.2	3.7	4.1	2.8	2.8	3.2	2.7	3.2	3.2	3.7	4.4	2.8	4.0	3.5
III+	V	-II	-II	II+	-III	V+	I	-IV	II	I	II	II	-II	V	I
II	-II	I	III	I	II	II	-I	III	I	I	I	IV	I	I	I+
III	IV	-IV	V	-V	IV	V+	IV+	II	-III	V	-V	V	III	V+	V
-III	III	-II	I	I	I	-I	I	III	III	I	I	I+	III	I+	I

	All	29	30	31	32	33	34	34E	35	36	37
Returned Surveys	12,868	41	41	71	82	21	86	102	62	58	63
Age of Riders											
17 and Under	2.3%			5.8%	3.5%		1.6%		1.6%		
18-24	14.2%	17.2%	22.2%	12.8%	6.0%	28.4%	9.4%	18.7%	19.4%	11.4%	13.9%
25-34	27.6%	39.2%	27.1%	31.6%	18.8%	18.5%	32.1%	9.2%	13.2%	16.6%	12.5%
35-44	21.7%	16.7%	26.2%	19.9%	31.7%	11.9%	22.9%	30.6%	15.0%	28.5%	20.6%
45-64	23.6%	26.9%	19.5%	25.7%	23.4%	16.5%	23.0%	25.4%	26.1%	27.2%	40.0%
65 and Older	10.7%		5.0%	4.1%	16.6%	24.8%	10.9%	16.1%	24.6%	16.3%	13.0%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%	3.4%		1.3%			6.0%	0.3%			
Gender of Riders											
Male	32.6%	16.3%	10.5%	29.5%	36.7%	39.4%	27.0%	36.8%	15.9%	34.9%	25.9%
Female	67.3%	83.6%	89.4%	70.4%	63.2%	60.5%	72.9%	63.1%	84.0%	65.0%	74.0%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.7%	3.4%	6.3%	7.8%		6.8%	5.7%	3.2%	1.7%	7.2%	1.1%
Annual Household Incomes of Riders											
Under \$20,000	27.1%	31.0%	22.7%	29.2%	26.9%	52.2%	18.6%	33.4%	35.0%	16.8%	31.2%
\$20,000 - 29,999	18.4%	31.8%	25.1%	25.9%	12.2%	26.1%	23.4%	17.3%	15.8%	23.6%	12.8%
\$30,000 - 39,999	17.9%	16.4%	17.6%	17.9%	29.4%	3.7%	26.5%	22.1%	12.4%	20.9%	10.6%
\$40,000 - 59,999	18.4%	13.4%	23.0%	13.5%	16.3%	7.4%	14.1%	10.5%	14.5%	24.9%	20.0%
\$60,000 - 79,999	10.1%	7.4%	9.5%	8.7%	7.8%	3.3%	15.9%	8.7%	14.1%	12.2%	16.3%
Over \$80,000	8.1%		2.1%	4.9%	7.3%	7.4%	1.5%	8.1%	8.2%	1.6%	9.0%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15.8%	17.4%	11.1%	21.3%	15.9%	10.8%	27.5%	34.9%	16.3%	23.8%	12.2%
Mean Household Size	2.7	3.2	3.1	3.3	3.0	2.5	2.9	2.6	2.8	2.4	2.6
Quintile Rankings for Socioeconomic Data											
65 and Older		I	-II	I+	IV+	V	III	IV	V	IV	-IV
Male Passengers		I	-I	II	IV	IV+	II	IV	I	-IV	II
Annual Income under \$20,000		IV	II+	III+	III	V	II	IV	IV	II	IV
Annual Income under \$30,000		I+	III	II	IV	I	III+	II+	II	III+	III

38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	55
76	323	36	31	53	154	45	40	21	101	13	82	62	135	98	107
1.1%	3.0%		5.9%	4.5%	3.0%	9.5%		4.3%	2.3%		2.3%	0.9%	12.3%	6.9%	
9.5%	16.1%	22.2%	11.3%	9.5%	15.8%	10.0%	18.7%	8.2%	13.8%		2.8%	5.6%	11.5%	23.8%	17.7%
25.3%	26.5%	16.5%	20.8%	20.5%	30.9%	27.6%	42.2%	4.3%	27.5%	7.8%	36.0%	30.4%	22.3%	13.7%	28.2%
17.1%	25.0%	20.8%	16.7%	20.8%	19.4%	25.6%	21.0%	33.9%	25.2%	22.9%	29.2%	27.8%	20.6%	18.6%	12.4%
26.6%	19.1%	15.0%	32.8%	38.8%	24.5%	25.9%	14.0%	30.0%	19.5%	46.4%	22.7%	13.8%	19.6%	26.5%	18.8%
20.4%	10.2%	25.5%	12.5%	5.9%	6.4%	1.4%	4.0%	19.3%	11.7%	22.9%	7.1%	21.5%	13.7%	10.5%	22.8%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.5%		3.1%			1.3%	3.7%		8.4%	0.5%		1.4%		0.8%	1.7%	0.7%
29.6%	38.6%	22.1%	17.0%	23.2%	24.2%	15.3%	36.0%	18.3%	24.9%	15.3%	32.3%	33.6%	45.4%	39.2%	29.9%
70.3%	61.3%	77.8%	82.9%	76.7%	75.7%	84.6%	63.9%	81.6%	75.0%	84.6%	67.6%	66.3%	54.5%	60.7%	70.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.2%	1.1%	3.1%	3.8%	3.7%	2.7%	1.8%	4.7%	4.0%	1.1%		5.8%	5.9%	1.0%	4.3%	
16.4%	23.0%	50.2%	29.8%	33.6%	27.4%	38.8%	31.9%	51.9%	27.6%	50.0%	37.6%	34.3%	21.5%	21.2%	24.1%
19.8%	18.3%	22.1%	26.3%	26.6%	24.6%	22.7%	21.2%	29.5%	13.6%	33.1%	18.6%	10.1%	16.2%	11.6%	21.7%
17.2%	22.0%	4.4%	19.7%	15.9%	20.0%	24.7%	18.1%	5.5%	22.0%	8.4%	15.2%	17.4%	13.7%	20.1%	22.5%
14.6%	18.0%	21.2%	19.7%	20.1%	13.4%	10.2%	22.8%	13.1%	17.0%		14.1%	19.6%	25.3%	17.0%	22.3%
21.1%	10.2%	2.1%	4.6%		7.4%		6.0%		12.4%	8.4%	6.3%	13.4%	11.2%	9.0%	3.2%
10.9%	8.6%			3.9%	7.2%	3.6%			7.4%		8.2%	5.1%	12.2%	21.2%	6.2%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
20.2%	13.8%	32.8%	18.3%	35.2%	11.1%	32.1%	17.5%	37.5%	10.5%	8.3%	17.3%	27.4%	13.4%	33.2%	7.6%
2.9	2.4	2.4	2.4	2.9	2.6	3.2	3.0	2.8	2.8	2.4	2.6	3.1	2.9	3.7	1.5
V	III	V	III+	II	II	I	I+	-V	III	V	II	V	IV	III	V
II	IV+	I+	I	I+	-II	I	IV	I	II	I	III	III	V	IV+	II+
II	-III	V	III+	IV	III	-V	IV	V	III	V	IV+	IV	II+	II	-III
IV	III+	I	II	-II	II	I+	II	-I	III+	-I	-II	III	IV	IV+	III

	All	57	59	60	62	64	65	66	67	69	70
Returned Surveys	12,868	154	139	58	168	120	215	213	93	72	123
Age of Riders											
17 and Under	2.3%		4.8%		3.4%				5.5%	3.9%	
18-24	14.2%	24.5%	15.4%	23.9%	11.5%	17.9%	23.0%	22.5%	12.7%	14.6%	18.5%
25-34	27.6%	34.2%	20.0%	22.9%	24.5%	39.9%	36.0%	35.1%	20.3%	26.6%	26.8%
35-44	21.7%	17.0%	15.7%	9.1%	28.9%	21.4%	18.8%	18.0%	17.9%	19.6%	24.9%
45-64	23.6%	18.4%	26.2%	30.9%	21.0%	17.6%	15.2%	18.7%	32.4%	22.9%	18.6%
65 and Older	10.7%	5.9%	18.0%	13.1%	10.7%	3.3%	7.0%	5.6%	11.2%	12.3%	11.2%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%	1.5%	2.1%		0.6%	3.3%	1.3%	1.4%		0.8%	1.4%
Gender of Riders											
Male	32.6%	45.0%	31.1%	37.2%	51.9%	36.0%	20.8%	31.5%	46.1%	30.6%	38.3%
Female	67.3%	54.9%	68.8%	62.7%	48.0%	63.9%	79.1%	68.4%	53.8%	69.3%	61.6%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.7%	7.8%	2.6%		3.2%	3.0%	3.6%	1.4%	0.8%	1.6%	0.9%
Annual Household Incomes of Riders											
Under \$20,000	27.1%	20.7%	27.9%	21.0%	19.9%	18.9%	20.0%	20.7%	8.0%	21.5%	25.1%
\$20,000 - 29,999	18.4%	15.8%	20.7%	19.6%	11.7%	16.4%	18.4%	18.1%	21.5%	28.8%	15.3%
\$30,000 - 39,999	17.9%	25.2%	20.4%	8.1%	10.4%	18.3%	17.0%	21.9%	7.3%	24.0%	19.4%
\$40,000 - 59,999	18.4%	19.7%	12.0%	21.8%	26.9%	18.3%	18.2%	19.3%	30.9%	17.3%	26.3%
\$60,000 - 79,999	10.1%	11.5%	12.5%	12.5%	11.2%	22.6%	16.9%	11.3%	15.6%	5.7%	7.8%
Over \$80,000	8.1%	7.2%	6.6%	17.1%	19.8%	5.6%	9.6%	8.7%	16.7%	2.7%	6.1%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15.8%	24.7%	18.2%	7.8%	13.6%	9.4%	10.6%	9.4%	19.9%	11.1%	7.0%
Mean Household Size	2.7	2.5	2.6	2.4	2.8	2.9	2.4	2.4	2.4	2.7	2.7
Quintile Rankings for Socioeconomic Data											
65 and Older		II	IV+	-IV	III	I	II	II	III	III+	III
Male Passengers		V	-III	IV	V+	IV	I	III	V	-III	IV
Annual Income under \$20,000		II	III	II	II	II	II	II	I	II+	III
Annual Income under \$30,000		IV	-III	III+	-V	IV	IV	IV	V	II+	-IV

70A	71	72	73	74/75	76	77/77A	78	79	80	83	84	85	86	87	88
59	267	75	219	204	145	315	156	129	124	61	47	98	114	89	98
	0.3%		0.7%	0.4%	5.5%	1.7%		1.0%	2.1%	6.4%	9.3%		0.7%	1.1%	
14.5%	14.3%	9.5%	8.2%	12.1%	11.6%	10.1%	7.9%	6.2%	18.5%	14.3%	8.2%	15.4%	16.7%	6.4%	18.0%
25.7%	36.8%	37.5%	25.6%	24.4%	18.5%	29.8%	25.5%	42.3%	27.0%	29.6%	28.9%	49.8%	33.6%	27.3%	31.5%
11.5%	17.9%	12.5%	25.7%	28.0%	23.7%	21.8%	23.4%	23.7%	20.3%	21.4%	26.8%	16.3%	16.7%	22.3%	18.0%
37.3%	23.4%	33.1%	25.7%	25.7%	34.5%	22.5%	37.3%	21.2%	21.4%	18.9%	26.8%	14.5%	23.0%	29.2%	19.5%
10.9%	7.4%	7.4%	14.1%	9.5%	6.2%	14.1%	5.9%	5.7%	10.7%	9.4%		4.0%	9.3%	13.8%	13.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	0.3%		1.1%	1.3%				1.0%	1.1%		2.1%			2.9%	1.8%
54.2%	38.5%	33.3%	42.7%	40.0%	53.5%	31.9%	32.6%	43.4%	30.4%	36.5%	51.5%	43.4%	33.0%	27.6%	22.5%
45.7%	61.4%	66.6%	57.2%	59.9%	46.4%	68.0%	67.3%	56.5%	69.5%	63.4%	48.4%	56.5%	66.9%	72.3%	77.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0.9%	1.4%	1.3%	1.5%	0.8%		2.2%	0.5%	6.9%	2.6%			1.0%	5.4%	4.0%	0.6%
33.4%	10.9%	13.9%	12.8%	9.4%	6.2%	20.5%	7.6%	12.8%	29.5%	29.1%	6.9%	13.9%	33.3%	17.0%	15.2%
17.4%	12.6%	14.0%	16.2%	13.7%	16.6%	15.7%	14.2%	15.3%	10.2%	23.4%	2.3%	23.3%	19.3%	19.9%	14.2%
22.8%	20.6%	10.2%	17.6%	14.4%	9.0%	18.9%	13.8%	11.1%	9.2%	11.9%	13.8%	22.3%	14.0%	27.8%	17.8%
8.5%	22.2%	24.4%	19.3%	27.1%	21.6%	20.5%	23.7%	22.8%	24.8%	16.7%	23.0%	20.9%	15.9%	18.5%	28.1%
15.1%	18.6%	10.0%	13.5%	15.1%	22.6%	12.1%	18.4%	20.2%	12.2%	10.7%	18.4%	11.5%	10.4%	8.8%	11.8%
2.8%	15.1%	27.6%	20.6%	20.3%	24.1%	12.2%	22.3%	17.9%	14.2%	8.1%	35.6%	8.1%	7.1%	8.0%	12.9%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
8.8%	12.8%	9.6%	15.7%	21.3%	8.0%	9.8%	16.2%	12.4%	20.8%	13.7%	13.8%	9.5%	19.6%	15.8%	12.6%
2.1	2.6	2.4	2.6	2.6	3.0	2.4	2.6	2.2	2.7	2.7	3.2	2.6	2.3	2.4	2.3
III	II+	II+	IV	-III	II	IV	II	II	III	-III	I	I+	-III	IV	-IV
V+	IV	III	V	-V	V+	III	III	V	II+	IV	V	V	III	II	I+
IV	I	I+	I	I	I	II	I	I	III+	III	I	I+	IV	II	-II
II	V	V	V	V	V	IV	V	V	-IV	II	V	IV	II	IV	V

	All	89	90	91	92	93	94	95	96	97	99
Returned Surveys	12,868	49	70	91	156	136	88	78	145	25	92
Age of Riders											
17 and Under	2.3%	13.8%	3.0%		1.2%	1.2%		1.1%	0.6%		2.4%
18-24	14.2%	8.4%	7.0%	11.0%	8.7%	9.0%	11.7%	17.2%	8.3%	6.2%	11.9%
25-34	27.6%	28.0%	17.3%	39.5%	29.1%	43.4%	22.5%	18.7%	38.4%	8.7%	23.0%
35-44	21.7%	22.3%	15.3%	18.3%	18.0%	13.7%	20.0%	18.1%	24.6%	23.9%	22.2%
45-64	23.6%	17.7%	30.4%	21.3%	32.7%	25.9%	29.6%	33.6%	24.4%	55.4%	25.1%
65 and Older	10.7%	9.8%	27.0%	9.9%	10.3%	6.8%	16.1%	11.2%	3.6%	5.8%	15.4%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%	4.3%	3.6%	3.1%	1.0%	0.5%	1.9%	6.6%	0.7%		4.9%
Gender of Riders											
Male	32.6%	30.2%	34.1%	45.4%	29.0%	27.9%	43.6%	32.0%	28.6%	6.9%	34.3%
Female	67.3%	69.7%	65.8%	54.5%	70.9%	72.0%	56.3%	67.9%	71.3%	93.0%	65.6%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.7%	4.3%	3.6%	4.5%	2.4%	1.7%	4.6%	6.6%	1.5%		4.8%
Annual Household Incomes of Riders											
Under \$20,000	27.1%	29.0%	34.3%	33.3%	14.7%	13.5%	13.9%	18.2%	12.4%	40.9%	26.7%
\$20,000 - 29,999	18.4%	25.3%	15.2%	18.0%	15.4%	15.5%	17.9%	18.6%	23.2%	9.8%	13.1%
\$30,000 - 39,999	17.9%	15.5%	14.0%	16.2%	19.2%	12.8%	14.6%	28.7%	19.3%	39.1%	18.3%
\$40,000 - 59,999	18.4%	15.0%	11.0%	18.6%	13.2%	23.2%	28.0%	20.1%	24.6%	2.8%	36.0%
\$60,000 - 79,999	10.1%	8.6%	15.2%	12.1%	18.8%	18.3%	10.8%	10.6%	15.0%	7.4%	3.9%
Over \$80,000	8.1%	6.5%	10.3%	1.8%	18.7%	16.6%	14.8%	3.9%	5.4%		2.1%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15.8%	42.4%	34.7%	14.3%	11.6%	10.6%	12.9%	28.7%	12.6%	28.2%	31.6%
Mean Household Size	2.7	2.7	2.8	2.9	2.3	2.5	2.5	2.7	2.5	2.6	2.8
Quintile Rankings for Socioeconomic Data											
65 and Older		III	V	III	III	II	IV	III	I	II	IV
Male Passengers		II+	III	V	II	II	V	III	II	-I	III+
Annual Income under \$20,000		III	IV	IV	I+	I	I+	II	I	V	III
Annual Income under \$30,000		II	-III	II	V	V	-V	IV	IV	II+	-IV

100	101	104	105	106	108	109	110	111	112	116	117	119	120	121	130
94	126	118	32	89	45	87	32	95	70	46	54	48	54	33	14
	2.5%	2.0%	3.3%	2.8%		2.3%		1.7%	0.5%	1.5%	2.2%	10.9%			9.0%
13.4%	8.4%	9.6%	8.8%	9.6%	6.9%	9.7%	2.4%	20.2%	5.0%	23.6%	17.9%	5.0%	4.5%	2.9%	
26.1%	18.8%	27.5%	30.6%	27.0%	27.1%	22.8%	16.9%	26.7%	19.9%	20.8%	25.2%	14.7%	16.4%	33.3%	23.0%
21.5%	18.5%	21.9%	24.4%	24.7%	25.2%	21.9%	32.3%	22.8%	20.4%	19.7%	25.0%	15.3%	16.8%	26.5%	11.5%
27.8%	28.1%	25.3%	24.1%	20.9%	27.2%	28.2%	31.5%	17.4%	28.1%	22.3%	15.7%	31.8%	31.1%	31.9%	46.7%
11.2%	23.7%	13.7%	8.7%	15.0%	13.6%	15.1%	16.9%	11.2%	26.1%	12.0%	14.1%	22.4%	31.2%	5.4%	9.8%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.0%	3.3%		3.3%	0.9%	4.9%	0.5%		0.8%			2.6%	3.5%	1.7%		
39.5%	27.2%	31.9%	36.1%	23.6%	34.2%	37.0%	17.9%	36.8%	34.3%	31.8%	55.7%	22.3%	9.7%	35.7%	42.5%
60.4%	72.7%	68.0%	63.8%	76.3%	65.7%	62.9%	82.0%	63.1%	65.6%	68.1%	44.2%	77.6%	90.2%	64.2%	57.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.0%	3.9%	5.5%		2.8%	5.4%	1.0%	9.8%	3.7%	3.8%	5.3%	1.5%	4.0%	1.7%		
21.7%	31.2%	24.1%	24.3%	13.4%	21.6%	38.4%	23.1%	26.4%	44.6%	36.4%	36.7%	59.2%	43.9%	20.4%	33.3%
14.9%	15.9%	21.5%	29.3%	22.5%	24.0%	13.5%	12.5%	18.0%	16.6%	19.6%	16.9%	8.1%	23.8%	13.8%	6.5%
16.3%	17.4%	15.5%	11.6%	23.8%	16.5%	22.0%	6.6%	24.8%	12.3%	11.1%	30.5%	14.5%	15.4%	15.0%	10.2%
26.5%	21.4%	27.2%	20.8%	24.4%	25.9%	15.5%	32.9%	17.1%	9.1%	23.6%	9.6%	10.4%	11.5%	30.5%	19.4%
14.2%	7.2%	8.8%	10.2%	12.1%	6.0%	5.8%	21.8%	10.8%	12.0%	9.3%	4.0%	1.7%		8.4%	6.5%
6.4%	6.9%	3.0%	3.8%	3.6%	6.0%	4.8%	3.2%	2.9%	5.5%		2.3%	6.2%	5.4%	12.0%	24.1%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
6.9%	30.3%	17.3%	17.4%	32.2%	28.4%	19.5%	32.8%	11.1%	16.7%	15.0%	9.7%	24.9%	15.7%	22.0%	12.8%
2.6	2.5	2.5	3.1	2.4	2.1	2.7	2.5	2.7	2.3	3.2	2.7	2.7	2.5	2.5	2.5
III	V	IV	II+	IV	-IV	IV	IV+	III	V	III	IV	V	V	II	III
-V	II	III	IV	-II	III+	IV	I	IV	III+	III	V+	I+	-I	IV	V
II+	IV	-III	III	I	II+	-V	-III	III	V	IV	IV+	V+	V	II	IV
IV	III	III	II	IV	III	II	IV	III	-II	II	II	I	I	IV+	-IV

	All	131	132	134	136	137	210	211	212	214	215	216
Returned Surveys	12,868	58	37	86	99	59	45	53	21	55	59	58
Age of Riders												
17 and Under	2.3%	1.8%			2.2%		5.5%	14.0%	32.8%	8.2%	1.7%	3.8%
18-24	14.2%	8.2%	21.8%	14.4%	7.2%	14.3%	10.6%	0.7%	5.2%	9.0%	5.9%	4.5%
25-34	27.6%	35.5%	26.0%	15.9%	20.7%	36.0%	18.8%	10.8%	26.1%	23.2%	25.3%	26.1%
35-44	21.7%	30.0%	20.4%	25.7%	22.0%	19.6%	17.9%	21.1%	5.2%	21.7%	25.2%	20.0%
45-64	23.6%	21.4%	18.0%	28.3%	29.3%	11.4%	23.1%	34.3%	26.1%	27.2%	26.3%	39.5%
65 and Older	10.7%	3.2%	13.8%	15.7%	18.5%	18.7%	24.2%	19.1%	4.5%	10.7%	15.6%	6.3%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%		1.9%	1.1%	1.1%	2.4%	2.8%		5.5%	4.5%	4.0%	
Gender of Riders												
Male	32.6%	26.2%	30.4%	29.4%	37.3%	34.3%	33.0%	26.2%	14.3%	30.3%	32.8%	34.8%
Female	67.3%	73.7%	69.5%	70.5%	62.6%	65.6%	66.9%	73.7%	85.6%	69.6%	67.1%	65.1%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.7%		14.4%	1.5%	2.3%	2.4%	8.7%	1.3%	5.6%	1.3%	1.1%	2.5%
Annual Household Incomes of Riders												
Under\$20,000	27.1%	9.2%	25.3%	35.5%	30.9%	15.4%	43.2%	31.8%	37.5%	44.1%	27.9%	18.6%
\$20,000 - 29,999	18.4%	12.4%	17.9%	16.3%	14.1%	16.4%	7.3%	19.1%	18.1%	18.8%	17.0%	15.8%
\$30,000 - 39,999	17.9%	5.4%	15.2%	10.2%	14.1%	10.5%	12.4%	19.5%	9.7%	11.9%	14.2%	21.5%
\$40,000 - 59,999	18.4%	33.5%	31.1%	21.6%	20.5%	31.3%	26.3%	15.0%	16.7%	14.3%	24.9%	27.1%
\$60,000 - 79,999	10.1%	17.8%	8.6%	11.3%	7.9%	9.0%	4.5%	4.3%		8.0%	8.4%	12.4%
Over \$80,000	8.1%	21.6%	1.9%	5.2%	12.4%	17.4%	6.3%	10.3%	18.1%	2.9%	7.6%	4.5%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15.8%	17.8%	14.4%	16.3%	20.5%	12.7%	17.0%	27.2%	93.1%	9.0%	18.0%	26.3%
Mean Household Size	2.7	2.6	2.4	2.1	2.4	2.5	2.9	2.6	2.6	2.6	2.4	2.8
Quintile Rankings for Socioeconomic Data												
65 and Older		I	IV	IV	IV+	-V	V	-V	-II	III	IV	II
Male Passengers		II	-III	II	IV	III+	III	II	I	II+	III	-IV
Annual Income under \$20,000		I	III	IV	IV	-II	V	IV	IV+	V	III	II
Annual Income under \$30,000		V	III	II	III	IV+	II+	II	II	I	III	IV+

217	220	221	222	225	230	236	238	240	245	325	326	350	352	353
26	119	14	93	171	104	27	40	62	53	64	74	137	70	19
11.8%	2.2%		2.3%	1.3%	2.4%	12.6%		0.8%	3.8%			3.3%		
25.0%	13.9%		9.5%	9.1%	8.8%	17.6%	15.1%	12.5%	11.9%	6.3%	2.8%	13.8%	5.6%	10.5%
12.3%	24.2%	50.6%	28.7%	17.7%	18.8%	15.0%	34.5%	14.3%	24.3%	37.5%	37.1%	21.6%	33.5%	21.1%
12.7%	27.4%		26.4%	22.4%	25.6%	17.3%	2.8%	13.1%	5.0%	34.4%	28.6%	24.0%	21.8%	31.6%
27.5%	20.6%	43.7%	23.4%	29.4%	26.7%	24.9%	27.2%	29.3%	22.1%	18.8%	27.4%	29.9%	39.1%	36.8%
10.8%	11.8%	5.7%	9.6%	20.0%	17.7%	12.6%	20.4%	30.2%	32.9%	3.1%	4.0%	7.4%		
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.2%			1.6%	1.5%			8.1%		1.2%		1.4%		1.5%	
32.8%	36.1%	32.0%	40.7%	28.1%	36.2%	41.8%	31.5%	33.0%	34.6%	26.9%	24.6%	46.6%	37.1%	36.8%
67.1%	63.8%	67.9%	59.2%	71.8%	63.7%	58.1%	68.4%	66.9%	65.3%	73.0%	75.3%	53.3%	62.8%	63.1%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.2%	2.7%		3.2%	1.5%	1.2%	5.2%	1.8%		2.7%	1.6%	1.4%	0.6%		
30.6%	32.3%	6.0%	27.1%	29.8%	30.3%	28.1%	25.7%	30.5%	35.0%	3.7%	1.3%	10.9%	1.9%	
4.1%	10.9%	24.1%	17.6%	23.7%	15.5%	9.6%	13.8%	11.7%	17.8%	1.9%	1.3%	16.1%		16.7%
11.8%	18.3%	10.8%	9.2%	8.5%	11.3%	21.8%	23.1%	16.1%	16.4%	18.5%	15.6%	16.4%	6.2%	11.1%
31.8%	16.1%	33.7%	24.7%	23.5%	22.5%	25.1%	18.9%	25.2%	16.1%	33.3%	24.5%	20.2%	26.1%	27.8%
3.5%	15.5%		17.0%	8.8%	12.0%	15.5%	8.1%	4.9%	11.3%	16.7%	34.6%	21.4%	38.5%	22.2%
18.2%	7.0%	25.3%	4.4%	5.7%	8.4%		10.4%	11.6%	3.4%	25.9%	22.8%	14.9%	27.3%	22.2%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
24.0%	13.8%	5.5%	19.7%	12.2%	23.2%	25.2%	15.3%	27.0%	27.0%	18.5%	5.7%	14.6%	12.9%	5.6%
2.9	2.7	1.9	2.6	2.3	2.9	3.2	2.9	3.0	2.6	2.6	2.5	2.6	3.0	2.6
III	III	II	-III	-V	IV+	III+	V	V	V	I	I+	II+	I	I
III	IV	III	-V	II	IV	V	III	III	-IV	II	-II	V	IV	IV
-IV	IV	I	III	III+	-IV	III	III	-IV	IV	I	-I	I	-I	-I
IV	III	-V	III	II	III	IV	IV	III	II	V+	V+	V	V+	V

	All	354	411	426	429	430	433	435	436	437	439
Returned Surveys	12,868	36	22	138	25	14	5	63	35	14	15
Age of Riders											
17 and Under	2.3%			1.9%	7.9%		35.1%	7.4%	11.1%	21.2%	9.4%
18-24	14.2%	8.4%	4.0%	16.3%	19.5%	21.7%		26.8%	17.8%	18.2%	
25-34	27.6%	41.6%	14.5%	29.0%	40.9%	19.2%		5.7%	13.6%	4.7%	9.4%
35-44	21.7%	14.0%	18.5%	19.2%	13.9%	31.7%	8.1%	23.1%	12.2%	18.2%	18.9%
45-64	23.6%	33.1%	22.8%	30.0%	1.8%	5.8%	8.1%	22.1%	30.7%	14.1%	24.5%
65 and Older	10.7%	2.8%	40.3%	3.5%	16.0%	21.7%	48.6%	15.1%	14.6%	23.5%	37.7%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1.4%							1.2%			
Gender of Riders											
Male	32.6%	38.8%	37.1%	34.6%	44.3%	53.3%	16.2%	38.6%	32.9%	41.1%	31.4%
Female	67.3%	61.1%	62.8%	65.3%	55.6%	46.6%	83.7%	61.3%	67.0%	58.8%	68.5%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2.7%				8.4%			2.5%	3.9%		
Annual Household Incomes of Riders											
Under \$20,000	27.1%	6.8%	43.6%	16.1%	28.3%	15.9%	40.6%	44.8%	39.0%	27.8%	46.0%
\$20,000 - 29,999	18.4%	10.1%	25.2%	15.3%	26.9%	34.1%	40.6%	22.2%	27.9%	37.4%	10.0%
\$30,000 - 39,999	17.9%	6.8%	16.4%	22.1%	37.1%	6.7%	9.4%	11.9%	5.6%	10.4%	10.0%
\$40,000 - 59,999	18.4%	29.7%	14.8%	25.5%	4.9%	34.1%		9.5%	19.1%	17.4%	20.0%
\$60,000 - 79,999	10.1%	36.5%		14.2%	2.8%	9.1%	9.4%	7.5%	5.6%		14.0%
Over \$80,000	8.1%	10.1%		6.8%				4.0%	2.8%	7.0%	
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15.8%	19.9%	21.2%	14.2%	58.3%	15.7%	15.6%	20.8%	14.5%	48.0%	6.8%
Mean Household Size	2.7	2.8	2.1	2.9	3.3	3.0	3.3	2.7	3.3	3.7	1.8
Quintile Rankings for Socioeconomic Data											
65 and Older		I	V+	I	IV	V	V+	IV	IV	V	V+
Male Passengers		IV+	IV	-IV	V	V+	I	IV+	III	-V	III
Annual Income under \$20,000		I	V	-II	III	-II	V	V	-V	III	V
Annual Income under \$30,000		V	I	-V	II	II+	-I	I	I	I	II

441/442	450	451	455	458	500	501	502	504	505	553	554	556	558
229	140	42	193	25	179	53	92	157	51	66	63	66	9
4.8%	2.0%	11.8%	2.5%	7.2%				0.6%		1.4%		5.1%	
13.7%	18.3%	15.0%	21.7%		1.2%	5.7%	13.9%	8.9%	2.1%	12.0%	12.3%	5.8%	8.6%
25.0%	24.0%	14.6%	22.8%	14.4%	24.2%	58.4%	46.1%	38.4%	32.6%	16.5%	22.7%	29.2%	42.0%
18.7%	27.1%	30.1%	17.6%	40.5%	26.8%	15.1%	15.0%	23.8%	34.7%	18.3%	23.2%	20.0%	
25.5%	26.0%	22.0%	20.7%	6.8%	46.0%	20.7%	21.7%	25.0%	26.4%	34.5%	29.9%	33.3%	33.3%
12.4%	2.6%	6.5%	14.7%	31.1%	1.8%		3.2%	3.2%	4.2%	18.8%	10.4%	6.5%	16.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0.8%	2.4%	3.2%	0.8%		0.6%			0.6%	4.1%				
40.1%	34.5%	25.4%	42.0%	45.8%	46.3%	31.3%	43.9%	37.2%	25.4%	19.0%	41.9%	30.9%	24.6%
59.8%	65.4%	74.5%	57.9%	54.1%	53.6%	68.6%	56.0%	62.7%	74.5%	80.9%	58.0%	69.0%	75.3%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.5%	2.2%		3.3%	3.8%		3.9%		2.6%		1.5%		4.2%	
29.3%	18.0%	49.3%	40.8%	71.3%	0.7%	2.0%	1.2%	2.1%	2.2%	50.3%	18.7%	18.8%	48.1%
20.6%	19.6%	30.0%	21.0%	2.5%	1.3%	6.1%	10.9%	6.3%	2.2%	15.2%	19.4%	7.6%	13.0%
13.2%	16.0%	9.2%	14.1%	6.4%	5.5%	13.9%	10.0%	15.8%	12.8%	10.1%	10.0%	12.8%	25.9%
19.9%	20.2%	8.7%	14.8%	17.2%	8.8%	36.1%	21.9%	25.6%	16.9%	14.3%	21.5%	16.1%	13.0%
8.5%	13.0%	1.4%	6.0%	2.5%	19.2%	18.0%	20.7%	22.1%	23.4%	9.0%	15.6%	29.2%	
8.5%	13.2%	1.4%	3.4%		64.5%	23.9%	35.3%	28.1%	42.5%	1.1%	14.8%	15.5%	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
13.9%	11.9%	22.9%	13.2%	40.4%	11.1%	6.0%	13.4%	8.2%	8.5%	16.0%	10.4%	12.5%	50.0%
2.5	2.9	3.0	2.6	2.3	2.8	2.4	2.6	2.6	2.8	2.5	2.7	2.5	4.6
III+	I	II	IV	V	I	I	I	I	I+	-V	III	II	IV
-V	III+	II	V	V	V	-III	V	IV	II	I	V	-III	-II
III+	II	V	V	V+	-I	I	-I	I	I	V	II	II	V
-III	IV	I	I+	I	V+	V	V	V	V+	I	IV	V	-II

	All	CT1	CT2	CT3	1	3	5	6	7	8	9
Returned Surveys	12,868	109	138	78	206	19	9	28	172	130	99
Ever Complained?											
Yes	21.8%	15.0%	25.1%	27.5%	22.1%	19.9%	44.2%	16.9%	31.2%	26.1%	24.4%
No	78.2%	85.0%	74.9%	72.5%	77.9%	80.1%	55.8%	83.1%	68.8%	73.9%	75.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5.7%	3.6%	3.5%	5.3%	2.8%	16.5%			7.4%	8.6%	2.6%
Complaint handled within two weeks?											
Yes	38.2%	29.8%	30.1%	41.1%	15.2%	33.3%		36.4%	50.3%	35.3%	36.4%
No	61.8%	70.2%	69.9%	58.9%	84.8%	66.7%	100.0%	63.6%	49.7%	64.7%	63.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12.5%		3.1%	9.9%	6.8%		100.9%	59.1%	2.2%		17.3%
Complaint handled Satisfactorily											
Yes	33.0%	49.7%	18.7%	16.3%	26.9%	33.3%		78.0%	47.9%	20.5%	26.7%
No	67.0%	50.3%	81.3%	83.7%	73.1%	66.7%	100.0%	22.0%	52.1%	79.5%	73.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20.5%	7.8%	19.6%	15.7%	19.5%		100.9%	29.8%	11.5%	14.7%	17.1%
Service Quality Evaluation											
Reliability	3.5	3.7	4.0	3.7	3.3	4.0	3.7	4.0	3.6	3.0	3.6
Personal safety	3.9	4.0	4.3	4.2	3.7	4.7	3.7	4.2	4.1	3.6	4.0
Cleanliness of buses	3.4	3.8	3.9	4.0	3.3	4.3	3.7	3.7	3.4	3.2	3.5
Courtesy of drivers	3.7	3.7	4.0	4.0	3.6	4.6	4.0	4.1	4.0	3.4	4.1
Announcement of stops	2.5	2.8	2.6	2.9	2.5	3.2	3.1	2.4	3.0	2.4	2.7
Availability of seating	3.5	3.8	4.4	4.1	3.2	4.7	3.5	3.8	3.5	3.5	3.4
Frequency of service	3.2	3.4	3.5	3.4	3.2	3.4	3.4	3.1	3.3	2.9	3.3
Travel time/speed	3.8	4.2	4.3	4.1	3.9	4.1	3.8	3.8	2.6	3.4	3.9
Parking availability	3.1	3.1	3.1	3.5	2.8	4.0	3.0	2.9	2.9	3.0	2.9
Riders attributing importance to											
Reliability	79,170	734	310	328	3,324	35	23	137	507	617	1,047
Personal safety	35,316	318	86	153	1,528	18	12	68	167	321	410
Cleanliness of buses	17,437	98	62	75	929	18	23	21	86	159	393
Courtesy of drivers	23,510	186	38	56	777	18	46	49	68	265	234
Announcement of stops	5,284	12	7	0	113	0	0	0	18	23	38
Availability of seating	23,036	148	80	70	855	9	0	24	128	152	351
Frequency of service	61,110	560	216	268	3,282	26	23	100	380	510	799
Travel time/speed	36,076	454	215	132	2,015	53	0	72	307	381	319
Parking availability	3,144	0	0	0	113	0	0	0	6	10	26
Quintile Rankings for Customer Service Data											
Ever Complained		I+	IV	IV+	III	II+	V	II	V	IV	IV
Reliability		III	IV+	III	I+	IV	II+	IV	II+	I	II
Personal safety		-III	V	IV	I	V+	I	IV	III	I	II+
Cleanliness of buses		IV+	V	V	II	V+	III+	IV	II	I	-III
Courtesy of drivers		II	IV	IV	I	V+	IV	IV	IV	I	IV
Announcement of stops		IV+	IV	V	II	V+	V	II	V	II	IV
Availability of seating		III	V	IV	I	V+	II	III	II	II	-II
Frequency of service		IV	-V	IV	-III	IV	IV	II+	III	I+	III
Travel time/speed		-V	V	IV	-III	IV	II	II	-I	I	-III
Parking availability		III	III	IV	I+	V	II	-II	II	II	II

10	11	14	15	16	17	18	19	20	21	22	23	24	26	27	28
122	76	33	56	64	70	22	37	46	60	76	74	17	21	19	126
30.2%	29.3%	36.1%	23.5%	33.0%	36.3%	21.1%	45.7%	26.6%	32.5%	23.8%	18.5%	46.9%	22.3%	21.4%	26.1%
69.8%	70.7%	63.9%	76.5%	67.0%	63.7%	78.9%	54.3%	73.4%	67.5%	76.2%	81.5%	53.1%	77.7%	78.6%	73.9%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.5%	7.3%	10.9%	3.3%	4.7%	4.6%	3.2%	5.4%	2.2%	9.3%	5.4%	5.3%	13.6%			9.6%
45.6%	26.6%	46.3%	15.7%	35.6%	23.2%	34.9%	31.5%	63.8%	4.9%		33.4%	27.1%	60.2%	26.9%	33.3%
54.4%	73.4%	53.7%	84.3%	64.4%	76.8%	65.1%	68.5%	36.2%	95.1%	100.0%	66.6%	72.9%	39.8%	73.1%	66.7%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
30.2%	6.1%	9.5%	17.4%	9.0%	18.1%	34.9%	24.1%	9.1%	12.1%	10.6%	55.3%	10.5%			7.4%
30.2%	16.6%	51.3%	21.3%	21.7%	37.0%	30.6%	17.7%	50.0%	11.3%		55.5%	23.0%	60.2%	51.9%	20.0%
69.8%	83.4%	48.7%	78.7%	78.3%	63.0%	69.4%	82.3%	50.0%	88.7%	100.0%	44.5%	77.0%	39.8%	48.1%	80.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
56.0%	13.1%	36.8%	36.4%	14.8%	16.0%	18.2%	24.1%	19.8%	4.7%	22.5%	55.5%	51.8%			11.3%
3.5	3.6	3.8	2.8	2.5	3.1	3.9	2.2	3.6	3.0	3.3	3.0	3.0	3.5	4.0	3.1
4.0	4.0	3.8	3.4	3.3	3.6	4.1	3.3	3.8	3.7	3.8	3.5	3.8	3.8	4.1	3.3
3.4	3.2	3.4	3.2	2.8	3.3	3.9	2.7	3.2	3.1	3.3	3.1	3.7	3.4	3.9	2.8
3.9	3.8	3.1	3.1	3.1	3.4	4.2	3.1	3.6	3.4	3.3	3.3	3.7	3.7	3.9	3.0
2.8	2.7	2.4	2.6	2.3	2.4	2.7	2.3	2.1	2.3	2.4	2.2	2.6	2.0	2.4	2.1
3.9	3.3	4.0	3.0	2.8	3.2	4.5	3.1	4.0	3.4	3.0	2.7	4.0	3.7	4.2	2.7
3.1	3.5	2.8	2.7	2.4	2.7	2.8	2.1	3.3	2.9	3.2	3.1	2.4	3.1	3.7	3.0
3.9	3.9	4.1	3.5	3.1	3.4	4.1	2.8	4.1	3.8	3.8	3.3	3.3	3.8	4.2	3.1
2.9	2.6	3.3	2.5	3.3	3.0	2.4	3.2	2.3	3.1	2.9	3.0	3.3	2.7	3.3	3.1
885	943	119	718	554	427	132	202	184	504	855	1,402	77	254	93	986
315	348	57	477	290	382	85	115	92	335	529	1,003	42	119	25	670
274	255	11	306	229	140	80	55	58	233	205	580	0	47	38	268
203	171	78	483	301	278	76	182	81	163	478	592	26	71	38	583
53	59	9	55	109	100	15	29	12	54	87	319	0	0	0	35
259	316	21	220	118	104	43	118	23	106	206	854	0	0	0	482
691	629	47	492	346	372	53	144	104	506	683	1,458	51	183	50	868
233	366	55	260	312	138	61	137	69	112	251	536	35	80	38	452
12	59	9	55	75	88	0	0	0	22	38	250	0	0	0	0
-V	-V	V	III+	V	V	-III	V+	IV	V	-IV	II	V+	III	III	IV
II	II	III	-I	-I	I	-IV	-I	II	I	I	I	I	II	IV	I
II	II	-II	I	-I	I	III+	-I	-II	I	I+	I	I	I+	-IV	-I
II	I	II	I	-I	I+	V	-I	I	I	-II	I	-IV	II	V	-I
III	II	I	I	I	I	V	-I	I	I	I	I	II	II	III+	-I
IV+	IV	-II	III	I	II	IV	I	I	I+	II	I	III	I	II	I
III	I+	IV	I	-I	I	V	I	-IV	I+	I	-I	-IV	II	-V	-I
II+	IV	I	I	-I	I	I	-I	III+	I+	-III	II	I	II	V	II
II+	III	IV	I	-I	I	IV	-I	IV	II	II	I	I	II	V	-I
II	I	-IV	I	III	II	I	III	I	-III	-II	II	III	I	IV	II+

	All	29	30	31	32	33	34	34E	35	36	37
Returned Surveys	12,868	41	41	71	82	21	86	102	62	58	63
Ever Complained?											
Yes	21.8%	44.6%	35.4%	18.2%	27.2%	25.7%	22.9%	18.8%	12.4%	18.6%	31.4%
No	78.2%	55.4%	64.6%	81.8%	72.8%	74.3%	77.1%	81.2%	87.6%	81.4%	68.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5.7%	3.4%	1.8%	9.0%	10.2%	3.5%	15.1%	8.4%	3.4%	15.8%	6.5%
Complaint handled within two weeks?											
Yes	38.2%	18.8%	10.6%	44.7%	44.7%	41.3%	28.5%	41.7%	36.4%	29.8%	74.5%
No	61.8%	81.3%	89.4%	55.3%	55.3%	58.7%	71.5%	58.3%	63.6%	70.2%	25.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12.5%	11.0%	18.5%		7.9%			19.1%	31.9%	11.8%	8.0%
Complaint handled Satisfactorily											
Yes	33.0%	20.6%	16.0%	52.0%	49.5%	41.3%	12.7%	18.3%	31.4%	39.8%	68.3%
No	67.0%	79.4%	84.0%	48.0%	50.5%	58.7%	87.3%	81.7%	68.6%	60.2%	31.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20.5%	41.5%	11.6%	22.6%	71.4%		6.3%	5.8%			23.3%
Service Quality Evaluation											
Reliability	3.5	3.2	3.2	3.2	3.7	3.7	3.8	3.7	3.9	4.2	4.2
Personal safety	3.9	3.3	3.7	3.5	4.0	4.1	3.8	4.2	4.0	4.2	4.3
Cleanliness of buses	3.4	2.8	3.2	3.2	3.7	3.8	3.3	3.4	3.2	3.8	3.7
Courtesy of drivers	3.7	3.0	3.4	3.2	3.8	3.7	3.7	3.8	3.9	4.0	4.1
Announcement of stops	2.5	1.9	2.4	2.2	2.4	2.3	2.5	2.5	2.5	2.4	2.8
Availability of seating	3.5	3.0	3.7	3.2	3.3	4.1	3.5	3.5	3.7	4.1	4.1
Frequency of service	3.2	2.7	3.0	3.1	3.2	2.1	3.5	3.3	3.6	3.8	3.9
Travel time/speed	3.8	3.4	3.3	3.8	4.1	3.8	4.0	3.8	4.0	4.2	4.4
Parking availability	3.1	2.3	3.0	2.9	3.7	3.7	3.3	3.3	3.1	3.4	3.6
Riders attributing importance to											
Reliability	79,170	138	185	698	1,302	97	486	733	462	496	264
Personal safety	35,316	200	87	376	829	71	348	282	285	303	189
Cleanliness of buses	17,437	125	43	188	85	46	168	210	198	87	58
Courtesy of drivers	23,510	89	35	199	319	102	89	220	215	218	38
Announcement of stops	5,284	29	12	138	81	35	28	123	80	15	8
Availability of seating	23,036	22	35	219	435	46	230	110	220	94	46
Frequency of service	61,110	97	110	383	1,169	117	315	631	258	351	163
Travel time/speed	36,076	140	84	333	661	66	115	353	210	193	52
Parking availability	3,144	36	0	94	81	0	16	20	43	31	30
Quintile Rankings for Customer Service Data											
Ever Complained	V	V	II	IV+	IV	III	II	I	II	V	
Reliability	I	I	I	III	II+	III+	III	IV	V	V	
Personal safety	-I	I	I	-III	III	II	IV	III	IV	V	
Cleanliness of buses	-I	I	I	IV	IV+	II	II+	I+	-V	IV	
Courtesy of drivers	-I	I	I	III	II	II	II+	III	IV	IV+	
Announcement of stops	-I	II	I	II	-II	II+	-III	III	II	-V	
Availability of seating	I	II	I	I+	IV	II	II	II+	IV	IV	
Frequency of service	I	II	II	III	-I	IV	III	-V	V	V	
Travel time/speed	I	I	II	IV	II	-IV	II	IV	V	V	
Parking availability	-I	II	-II	V	V	-IV	III+	III	IV	-V	

38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	55
76	323	36	31	53	154	45	40	21	101	13	82	62	135	98	107
10.4%	18.3%	32.9%	23.2%	16.7%	24.2%	25.1%	34.8%	21.7%	23.1%	41.6%	35.4%	26.5%	19.0%	22.3%	31.0%
89.6%	81.7%	67.1%	76.8%	83.3%	75.8%	74.9%	65.2%	78.3%	76.9%	58.4%	64.6%	73.5%	81.0%	77.7%	69.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
16.8%	5.0%	7.8%	18.6%	10.1%	6.4%	8.8%	10.0%	23.9%	6.5%	8.3%	9.7%	7.0%	3.7%	3.0%	2.9%
78.0%	39.9%	36.4%	30.4%	22.8%	35.9%	32.3%	41.3%		42.0%	25.4%	23.0%	60.0%	36.0%	64.7%	40.0%
22.0%	60.1%	63.6%	69.6%	77.2%	64.1%	67.7%	58.7%	100.0%	58.0%	74.6%	77.0%	40.0%	64.0%	35.3%	60.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	11.2%	21.7%		25.7%	15.0%		8.4%		2.2%	25.1%	9.3%	23.6%	7.5%	33.4%	23.4%
87.8%	45.6%	24.7%	30.4%	12.0%	33.1%	38.3%	32.8%	77.3%	15.8%	20.3%	8.5%	48.1%	38.1%	43.2%	35.9%
12.2%	54.4%	75.3%	69.6%	88.0%	66.9%	61.7%	67.2%	22.7%	84.2%	79.7%	91.5%	51.9%	61.9%	56.8%	64.1%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	18.4%			116.9%	19.4%		8.4%		17.9%		21.4%	34.0%	12.7%	66.8%	10.5%
4.3	3.4	3.9	2.9	3.2	3.3	2.9	2.7	3.6	2.9	2.8	3.3	3.5	3.9	4.2	3.7
4.4	3.8	4.1	3.8	3.4	3.7	3.8	3.4	4.1	3.7	3.8	3.3	3.8	3.9	4.4	4.2
4.2	3.5	3.4	3.7	3.2	3.3	3.1	2.9	3.3	3.7	3.2	3.0	3.7	3.7	4.0	3.8
4.2	3.6	3.6	3.0	3.2	3.6	3.3	2.9	3.7	3.5	3.9	3.4	3.8	4.0	4.4	4.0
2.5	2.5	2.6	1.9	1.9	2.5	2.2	2.0	2.2	2.3	1.9	2.5	2.5	2.7	2.8	2.6
4.6	3.1	3.6	4.0	3.4	3.3	3.6	3.1	4.2	3.6	3.8	2.6	4.1	3.9	4.2	3.7
3.6	3.5	3.1	2.9	2.7	3.1	2.8	2.5	3.2	2.9	2.8	3.1	2.9	3.0	2.9	3.3
4.1	3.8	3.6	3.4	3.5	3.8	3.7	3.2	4.3	3.6	3.5	3.6	3.8	3.7	4.3	3.9
3.8	2.9	3.4	2.8	2.8	2.7	2.8	2.9	4.2	3.3	3.7	3.0	3.4	3.3	3.8	3.1
149	6,511	205	76	418	761	640	581	88	914	89	1,134	200	632	364	244
76	2,573	181	36	261	335	406	318	20	411	30	248	167	315	157	71
38	1,169	64	39	164	177	113	251	35	123	30	324	122	124	54	43
37	1,531	50	12	161	219	318	147	64	331	59	398	165	152	175	48
12	398	9	0	15	95	131	36	10	11	15	158	0	27	49	4
31	2,242	31	24	66	171	188	187	20	179	30	609	62	129	116	91
129	4,912	131	39	311	585	485	434	54	789	74	645	212	398	305	161
36	2,618	92	63	258	273	333	287	54	372	30	360	83	262	163	111
0	94	0	12	0	13	71	0	0	11	15	56	0	10	18	0
I	II	V	III+	-II	IV	IV	V	III	III	V	V	IV	II	III	V
V	-II	-IV	I	I	I+	I	-I	II	I	-I	I+	II	IV	V	-III
V	I+	III+	I	I	I	I	I	III	I	I	-I	I+	II	V	IV
V+	II+	II+	-IV	I	-II	I	-I	II	III+	I	I	-IV	-IV	V	-V
V	-II	I+	-I	I	I	I	-I	II	I	III	I	-III	IV	V	IV
III	II+	III	-I	-I	II	I	I	I	I+	-I	II	-III	IV	V	-IV
V+	I	II	-IV	I+	I	II	I	IV+	II	III	-I	IV	III+	V	II+
V	IV	II	-II	I	II	I	I	III	I+	I	II	-II	II	II	III
IV	II	I	I	I	II	I+	-I	V	I	I	I	II	-II	V	-III
V	II	IV	I	I	I	I	-II	V+	III	V	II	IV	III+	V	III

	All	57	59	60	62	64	65	66	67	69	70
Returned Surveys	12,868	154	139	58	168	120	215	213	93	72	123
Ever Complained?											
Yes	21.8%	22.7%	20.1%	23.0%	16.1%	22.2%	18.0%	13.0%	14.2%	21.9%	23.5%
No	78.2%	77.3%	79.9%	77.0%	83.9%	77.8%	82.0%	87.0%	85.8%	78.1%	76.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5.7%	7.5%	6.4%	4.2%	5.2%		4.3%	5.1%		1.7%	3.5%
Complaint handled within two weeks?											
Yes	38.2%	73.0%	53.0%	30.1%	55.1%	46.7%	46.0%	27.0%	57.8%	37.7%	44.7%
No	61.8%	27.0%	47.0%	69.9%	44.9%	53.3%	54.0%	73.0%	42.2%	62.3%	55.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12.5%	38.5%	2.7%	5.2%	11.7%	7.0%	13.7%	9.5%	5.8%		6.7%
Complaint handled Satisfactorily											
Yes	33.0%	52.1%	50.2%	25.9%	38.3%	40.6%	33.7%	15.6%	53.7%	28.1%	35.9%
No	67.0%	47.9%	49.8%	74.1%	61.7%	59.4%	66.3%	84.4%	46.3%	71.9%	64.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20.5%	22.8%	2.7%	25.4%	16.7%	12.4%	11.2%	5.6%	14.4%	24.1%	2.5%
Service Quality Evaluation											
Reliability	3.5	3.4	3.9	3.9	4.1	3.6	3.6	3.1	4.3	3.6	3.6
Personal safety	3.9	3.9	4.4	4.2	4.1	4.1	4.2	3.9	4.3	4.1	3.9
Cleanliness of buses	3.4	3.5	4.1	4.0	3.7	3.7	3.9	3.5	3.8	3.7	3.6
Courtesy of drivers	3.7	3.8	4.0	4.1	4.0	3.8	4.0	3.7	4.4	3.8	3.7
Announcement of stops	2.5	2.2	2.6	2.8	2.8	2.6	2.5	2.5	2.5	2.8	2.6
Availability of seating	3.5	3.1	4.3	4.2	3.6	3.9	3.5	3.0	4.2	3.8	3.1
Frequency of service	3.2	3.4	3.0	3.9	3.0	3.1	2.8	2.9	3.1	3.3	3.1
Travel time/speed	3.8	3.7	4.0	4.2	3.8	3.6	4.0	3.7	4.2	4.1	3.8
Parking availability	3.1	3.0	3.3	3.3	3.7	2.8	2.9	3.1	3.2	2.7	3.3
Riders attributing importance to											
Reliability	79,170	2,653	459	366	266	449	517	3,802	183	1,084	932
Personal safety	35,316	796	195	149	90	232	196	1,594	47	364	397
Cleanliness of buses	17,437	276	162	109	70	76	69	271	41	323	316
Courtesy of drivers	23,510	356	138	120	63	100	93	737	60	352	182
Announcement of stops	5,284	106	50	108	24	32	10	87	18	137	20
Availability of seating	23,036	919	92	82	90	111	166	977	26	299	299
Frequency of service	61,110	2,194	377	285	212	280	426	3,179	119	737	942
Travel time/speed	36,076	1,414	212	239	131	213	274	1,742	121	374	432
Parking availability	3,144	66	46	19	5	0	9	35	11	41	39
Quintile Rankings for Customer Service Data											
Ever Complained		III	II+	III	-II	III	II	I	I	III	III+
Reliability		-II	IV	IV	-V	II	II	I	V	II	II
Personal safety		II	V	IV	IV	III	IV	II	V	III	II
Cleanliness of buses		II+	V+	V	IV	IV	V	II+	V	IV	III
Courtesy of drivers		II+	IV	-V	IV	III	IV	II	V	III	II
Announcement of stops		I	IV	-V	-V	III+	III	-III	III	IV+	III
Availability of seating		I	V	-V	II	III	II	I	V	III	I
Frequency of service		-IV	II	V	II	II+	I	I+	-III	III	II
Travel time/speed		II	III	V	II	I	III	I+	IV+	IV	II
Parking availability		II	-IV	IV	V	I	II	-III	III	I	III+

70A	71	72	73	74/75	76	77/77A	78	79	80	83	84	85	86	87	88
59	267	75	219	204	145	315	156	129	124	61	47	98	114	89	98
19.7%	12.4%	8.7%	14.5%	18.8%	17.6%	12.3%	17.9%	16.6%	15.6%	11.8%	23.2%	14.2%	18.6%	13.2%	25.0%
80.3%	87.6%	91.3%	85.5%	81.2%	82.4%	87.7%	82.1%	83.4%	84.4%	88.2%	76.8%	85.8%	81.4%	86.8%	75.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.8%	5.1%	12.2%	1.9%	2.8%	1.2%	5.1%	2.6%	1.5%	3.0%	6.8%	4.2%	7.3%	6.3%	5.5%	3.3%
47.9%	39.0%	12.5%	69.0%	35.8%	54.8%	52.9%	50.0%	48.2%	19.0%	45.0%	62.5%	65.1%	31.0%	27.9%	47.4%
52.1%	61.0%	87.5%	31.0%	64.2%	45.2%	47.1%	50.0%	51.8%	81.0%	55.0%	37.5%	34.9%	69.0%	72.1%	52.6%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
4.7%	17.7%	23.3%	11.3%	18.4%	8.0%	9.5%	23.3%	6.4%	5.8%	11.6%	37.5%		4.1%	24.1%	13.8%
35.7%	21.0%	15.8%	56.4%	34.9%	46.8%	49.3%	51.8%	43.8%	20.9%	38.1%	70.0%	51.2%	32.4%	13.6%	34.4%
64.3%	79.0%	84.2%	43.6%	65.1%	53.2%	50.7%	48.2%	56.2%	79.1%	61.9%	30.0%	48.8%	67.6%	86.4%	65.6%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
9.9%	16.8%	55.8%	14.6%	11.6%	7.9%	18.7%	12.5%	13.7%	16.2%	26.0%	10.0%		17.4%	23.8%	9.3%
3.8	3.6	3.8	3.8	3.8	4.2	3.9	3.6	3.9	3.7	3.8	4.5	4.4	3.4	3.7	3.4
4.0	4.0	4.3	4.0	4.3	4.5	4.1	4.1	3.9	4.1	4.1	4.2	4.4	4.0	4.3	3.9
3.7	3.4	3.6	3.4	3.8	4.1	3.6	3.3	3.3	3.4	3.4	3.9	3.9	3.6	3.6	3.3
4.0	3.9	4.2	3.9	4.1	4.1	3.9	3.8	3.6	3.8	4.0	4.3	4.1	3.6	3.8	3.6
2.7	2.5	2.5	2.6	2.5	2.8	2.6	2.3	2.4	2.4	2.5	3.0	2.5	2.5	2.7	2.3
3.4	3.7	4.3	3.6	4.1	4.1	3.5	3.9	3.8	4.0	3.8	4.4	3.7	3.3	3.9	3.9
2.6	3.4	3.3	3.6	3.3	3.3	3.8	3.3	3.6	3.3	3.5	3.1	2.3	2.9	3.3	3.4
3.5	3.9	4.2	3.9	4.0	3.9	4.0	4.0	3.8	3.7	3.9	4.5	4.4	3.7	4.0	3.9
2.4	2.8	3.6	3.0	3.4	3.6	3.1	2.9	3.5	3.4	3.2	4.1	2.7	3.1	3.2	3.2
232	1,500	309	1,597	584	285	2,430	448	335	623	576	51	183	1,263	712	1,107
119	526	67	685	212	103	912	146	83	235	188	12	62	399	280	246
35	183	21	223	92	31	350	54	62	96	108	10	19	206	135	169
62	369	94	264	171	55	576	64	46	125	171	9	16	201	165	282
6	94	6	107	33	14	124	0	26	17	67	2	3	99	49	46
63	381	107	533	123	85	728	101	153	128	175	19	37	276	169	250
220	1,307	271	1,429	532	210	2,172	330	278	422	476	34	146	931	630	852
115	804	89	763	254	150	1,388	212	152	246	460	32	97	552	360	423
0	40	10	26	4	4	80	0	22	17	38	0	0	17	0	30
II	I	I	I	II	II	I	II	-II	I+	I	III+	I	II	I	IV
III	II	III+	III+	III+	V	IV	II	IV	III	III	V+	V	-II	III	II
III	II+	-V	III	-V	V	-IV	III	II	III	III+	IV+	V	II	-V	II
IV	II	III+	II	-V	V+	III	II	II	II	II	V	V	III	III+	II
IV	III	V	III	IV+	-V	III	II	I+	II+	-IV	V	-V	-II	-III	I+
IV	III	III	III+	III	-V	III+	-II	II	II	III	V	III	II+	IV	I+
-II	II+	V	II	IV	IV	II	III	III	IV	III	V	III	I	III+	III
I	IV	-IV	-V	III+	III+	V	III	V	III+	IV+	-III	-I	I+	III	IV
I	III	IV+	III	III+	III	IV	III	II+	II	III	V+	V	I+	III+	III
I	I+	-V	II+	IV	IV+	III	II	IV	IV	III	V	I	-III	III	III

	All	89	90	91	92	93	94	95	96	97	99
Returned Surveys	12,868	49	70	91	156	136	88	78	145	25	92
Ever Complained?											
Yes	21.8%	23.6%	22.5%	17.2%	26.1%	21.4%	17.3%	29.3%	22.2%	28.7%	20.8%
No	78.2%	76.4%	77.5%	82.8%	73.9%	78.6%	82.7%	70.7%	77.8%	71.3%	79.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5.7%	6.4%	9.9%	7.5%	3.4%	1.9%	5.1%	11.5%	2.0%		1.8%
Complaint handled within two weeks?											
Yes	38.2%	61.3%	41.6%	22.3%	33.9%	64.7%	39.4%	28.8%	36.8%	63.3%	34.6%
No	61.8%	38.7%	58.4%	77.7%	66.1%	35.3%	60.6%	71.2%	63.2%	36.7%	65.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12.5%	49.0%		6.4%	4.7%	21.7%	15.6%	4.0%	18.6%		16.1%
Complaint handled Satisfactorily											
Yes	33.0%	42.4%	23.5%	32.5%	30.9%	48.5%	25.6%	40.1%	30.3%	80.0%	40.1%
No	67.0%	57.6%	76.5%	67.5%	69.1%	51.5%	74.4%	59.9%	69.7%	20.0%	59.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20.5%	29.1%	60.4%	33.2%	9.7%	12.7%	40.2%	13.4%	40.7%	58.2%	16.0%
Service Quality Evaluation											
Reliability	3.5	3.3	3.7	3.6	3.4	3.7	3.7	3.9	3.6	4.3	3.7
Personal safety	3.9	3.6	4.4	3.8	3.9	3.9	4.1	3.9	4.1	3.8	4.0
Cleanliness of buses	3.4	3.2	4.0	3.4	3.5	3.4	3.7	3.5	3.7	3.7	3.6
Courtesy of drivers	3.7	3.5	4.1	3.7	3.9	3.7	3.9	3.8	3.9	3.8	3.6
Announcement of stops	2.5	2.1	2.6	2.2	2.7	2.6	2.6	2.7	2.2	2.5	2.1
Availability of seating	3.5	3.4	4.3	3.6	3.9	3.3	4.1	3.8	3.7	4.1	4.0
Frequency of service	3.2	3.4	3.0	3.2	3.3	3.5	3.4	3.5	2.9	3.0	3.6
Travel time/speed	3.8	3.6	4.2	3.7	4.0	4.0	4.0	4.0	4.0	4.1	4.1
Parking availability	3.1	3.7	3.4	3.1	3.5	3.2	3.2	3.5	2.6	2.0	3.0
Riders attributing importance to											
Reliability	79,170	558	332	307	459	785	413	585	480	88	415
Personal safety	35,316	240	154	149	152	304	193	244	176	24	175
Cleanliness of buses	17,437	72	88	83	97	136	58	125	92	16	121
Courtesy of drivers	23,510	248	86	126	46	196	118	203	93	25	150
Announcement of stops	5,284	0	54	20	11	34	0	15	6	8	10
Availability of seating	23,036	105	125	32	74	329	69	129	85	18	33
Frequency of service	61,110	469	230	153	354	714	345	353	392	67	334
Travel time/speed	36,076	205	177	131	237	387	173	134	230	74	139
Parking availability	3,144	0	0	24	27	17	5	15	15	0	64
Quintile Rankings for Customer Service Data											
Ever Complained	-IV	III	II	IV	III	II	-V	III	-V	-III	
Reliability	I+	-III	II	-II	III	III	IV	II	V	III	
Personal safety	I	V	-II	II	II	III+	II	III	II	-III	
Cleanliness of buses	I	V	II	III	II	IV	-III	IV	-IV	III	
Courtesy of drivers	I	-V	II	III	II	III+	II+	III	-III	-II	
Announcement of stops	I	IV	I	IV	III	III+	IV	I	III	I	
Availability of seating	-II	V	II	III	I+	IV	III	II+	IV+	IV	
Frequency of service	-IV	II	III	III	IV	IV	IV+	-II	II	V	
Travel time/speed	I+	IV+	-II	III	-IV	-IV	-IV	III	IV	IV	
Parking availability	V	IV	-III	IV	III	III	IV	I	-I	II+	

100	101	104	105	106	108	109	110	111	112	116	117	119	120	121	130
94	126	118	32	89	45	87	32	95	70	46	54	48	54	33	14
24.0%	23.9%	22.2%	14.7%	18.0%	26.9%	32.1%	44.6%	20.9%	27.4%	10.7%	9.8%	29.6%	23.2%	12.0%	50.9%
76.0%	76.1%	77.8%	85.3%	82.0%	73.1%	67.9%	55.4%	79.1%	72.6%	89.3%	90.2%	70.4%	76.8%	88.0%	49.1%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2.9%	10.7%	5.9%	11.8%	2.9%	6.5%	6.2%	5.8%	5.7%	7.4%	11.2%	3.1%	1.9%	4.1%	5.9%	10.0%
38.6%	37.1%	41.0%	28.8%	45.7%	67.5%	51.0%	34.1%	42.0%	36.1%	62.2%	58.7%	61.7%	46.9%		66.1%
61.4%	62.9%	59.0%	71.2%	54.3%	32.5%	49.0%	65.9%	58.0%	63.9%	37.8%	41.3%	38.3%	53.1%	100.0%	33.9%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	8.7%	10.3%	17.5%	24.1%	10.2%	6.9%	7.7%	16.3%	13.8%	19.0%	54.3%	7.1%	33.0%		
41.9%	27.1%	41.3%	24.4%	32.0%	51.0%	45.8%	14.9%	33.1%	39.9%		45.2%	41.2%	42.7%	50.0%	66.1%
58.1%	72.9%	58.7%	75.6%	68.0%	49.0%	54.2%	85.1%	66.9%	60.1%	100.0%	54.8%	58.8%	57.3%	50.0%	33.9%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
13.5%	15.2%	9.9%		54.1%	10.2%	13.9%	14.8%	22.8%	64.6%	46.7%	103.9%	43.5%	21.0%		
4.2	3.4	3.6	3.8	3.9	3.9	3.7	3.6	3.6	3.0	3.8	3.7	4.0	3.7	4.3	3.7
4.2	3.9	4.0	3.9	4.0	4.3	4.0	3.7	3.6	4.2	4.1	4.0	4.1	4.2	4.2	4.5
3.7	3.3	3.4	3.5	3.5	3.7	3.2	3.2	3.3	3.7	3.0	3.0	3.6	3.5	3.1	4.0
3.9	3.6	3.9	3.9	3.7	4.1	3.8	3.4	3.7	3.9	3.8	3.9	4.3	4.0	4.5	4.0
2.9	2.5	2.7	2.8	2.4	2.9	2.3	2.3	2.1	2.8	2.1	2.6	3.0	2.5	2.6	2.0
4.2	3.9	3.7	4.0	4.0	3.7	3.6	3.6	3.1	4.0	3.0	3.1	4.2	3.6	3.8	4.6
3.8	3.2	3.4	2.6	3.5	3.6	3.7	3.1	3.5	2.4	3.5	3.3	3.2	3.5	3.0	2.5
4.3	3.8	4.0	3.3	4.1	4.2	4.0	4.0	3.7	3.3	3.9	3.8	3.8	4.0	4.1	3.7
3.7	3.1	3.2	3.4	3.4	3.3	3.6	3.8	2.8	3.0	3.2	3.1	3.3	2.9	3.2	2.4
277	729	599	201	486	507	428	272	1,704	605	361	638	318	612	107	46
142	265	289	111	293	250	222	142	826	221	257	555	185	398	48	19
55	257	251	67	134	90	128	32	144	64	150	288	109	196	46	26
71	261	229	98	179	134	264	91	397	265	54	278	214	385	62	14
0	69	59	38	77	0	112	38	0	8	27	0	54	29	14	0
51	163	138	50	68	238	94	38	639	172	178	156	80	154	34	0
196	535	346	142	354	282	251	169	1,170	453	116	374	212	374	42	26
141	230	320	26	178	148	245	139	732	143	184	272	118	211	37	19
0	32	60	19	12	64	43	18	0	0	27	24	12	29	0	0
IV	-IV	III	I+	II	IV	V	V+	-III	IV+	I	I	-V	III+	I	V+
V	-II	II	III	IV	IV	-III	II	II	I	III	II+	IV	II+	V	III
IV+	II	II+	II	III	-V	-III	I	I	IV	III+	II+	-IV	IV	IV+	V
IV	II	II	-III	III	IV	I	I	I+	IV	I	I	III	III	I	V
III+	I+	III	III	II	IV+	II	I	II	III+	II	III	V	-IV	V	IV
V	II	IV	IV+	II	V	-II	I+	I	IV+	I	III+	V	III	IV	I
V	III	II+	IV	IV	-III	II	II	I	-IV	I	I	-V	II	III	V
V	III	IV	I	IV+	-V	V	II	IV	I	IV	III	III	IV	II	I
V	II	III+	I	IV	-V	IV	III	II	I	III	II	II	-IV	IV	I+
V	-III	III	IV	IV	-IV	-V	V	I	II	III	III	III+	II	III	I

	All	131	132	134	136	137	210	211	212	214	215	216
Returned Surveys	12,868	58	37	86	99	59	45	53	21	55	59	58
Ever Complained?												
Yes	21.8%	20.0%	18.7%	19.0%	21.5%	15.9%	28.4%	35.3%	34.2%	26.8%	16.8%	25.2%
No	78.2%	80.0%	81.3%	81.0%	78.5%	84.1%	71.6%	64.7%	65.8%	73.2%	83.2%	74.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5.7%		16.3%	1.9%	2.3%	1.0%	11.8%	9.9%	23.6%	7.0%	5.7%	9.3%
Complaint handled within two weeks?												
Yes	38.2%	59.1%	34.0%	19.2%	36.2%	82.0%	75.0%	46.4%	63.6%	20.2%	45.7%	40.0%
No	61.8%	40.9%	66.0%	80.8%	63.8%	18.0%	25.0%	53.6%	36.4%	79.8%	54.3%	60.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12.5%			6.4%	21.9%	37.6%	17.7%	4.1%	17.6%	28.7%	23.1%	
Complaint handled Satisfactorily												
Yes	33.0%	19.4%	26.2%	15.3%	34.0%	44.2%	52.7%	27.0%	39.4%	13.8%	38.1%	37.6%
No	67.0%	80.6%	73.8%	84.7%	66.0%	55.8%	47.3%	73.0%	60.6%	86.2%	61.9%	62.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20.5%	20.6%	12.9%	11.1%	21.9%	60.5%	10.9%	51.0%	17.6%	28.7%	23.1%	27.6%
Service Quality Evaluation												
Reliability	3.5	3.9	4.3	3.8	3.9	3.7	3.7	4.0	3.8	4.0	3.7	4.1
Personal safety	3.9	4.3	4.5	4.3	4.2	4.0	4.1	4.1	3.9	3.8	4.2	4.0
Cleanliness of buses	3.4	3.8	4.0	3.7	3.6	3.5	3.5	3.8	3.4	3.4	3.6	3.5
Courtesy of drivers	3.7	4.2	4.5	4.0	4.0	3.9	3.7	4.2	3.9	3.8	4.0	4.0
Announcement of stops	2.5	3.1	2.8	2.6	2.3	2.5	2.3	2.7	2.1	2.1	2.1	2.6
Availability of seating	3.5	3.7	4.0	4.0	3.9	3.4	4.0	4.4	3.9	3.7	4.1	3.6
Frequency of service	3.2	2.8	3.2	2.9	3.2	3.1	3.2	2.7	2.8	3.8	3.6	3.7
Travel time/speed	3.8	3.9	4.2	3.6	4.0	3.9	4.2	4.0	4.0	4.1	4.0	4.3
Parking availability	3.1	2.5	2.9	3.6	2.9	2.3	3.5	3.6	2.9	3.6	3.5	3.8
Riders attributing importance to												
Reliability	79,170	141	127	308	258	198	204	232	39	229	372	267
Personal safety	35,316	49	91	163	104	53	113	184	26	94	106	72
Cleanliness of buses	17,437	4	58	27	57	69	60	79	12	79	48	76
Courtesy of drivers	23,510	28	36	154	104	29	119	91	21	131	52	97
Announcement of stops	5,284	0	0	6	6	16	29	18	13	15	0	17
Availability of seating	23,036	25	21	42	45	45	51	37	20	77	97	12
Frequency of service	61,110	108	71	188	174	141	123	138	48	213	280	245
Travel time/speed	36,076	59	26	226	75	57	89	52	12	163	88	102
Parking availability	3,144	4	5	0	6	16	0	0	0	65	0	6
Quintile Rankings for Customer Service Data												
Ever Complained	II+	II		II	III	-II	IV+	V	V	IV	-II	IV
Reliability	IV	V		III	IV	III	-III	IV	III	IV	III	-V
Personal safety	V	V		-V	IV	-III	III	-IV	II	II	IV	III
Cleanliness of buses	-V	V		IV	III	III	III	-V	II	II	III	III
Courtesy of drivers	V	V+		IV	IV	III	II	V	III	II	IV	-IV
Announcement of stops	V	V		-IV	-II	III	I+	IV	I	I	I	-IV
Availability of seating	-III	IV		IV	III+	-II	IV	V	III+	-III	IV	II
Frequency of service	I	III		-II	III	II	III	I	I	V	V	V
Travel time/speed	II+	IV+		I	III	II+	IV+	III	III	IV	IV	V
Parking availability	I	II		IV+	II	I	IV+	IV+	II	-V	IV	V

217	220	221	222	225	230	236	238	240	245	325	326	350	352	353
26	119	14	93	171	104	27	40	62	53	64	74	137	70	19
15.2%	21.9%	49.4%	26.3%	13.6%	20.3%	24.0%	22.3%	31.5%	12.3%	28.6%	22.1%	23.7%	24.2%	21.1%
84.8%	78.1%	50.6%	73.7%	86.4%	79.7%	76.0%	77.7%	68.5%	87.7%	71.4%	77.9%	76.3%	75.8%	78.9%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.2%	5.1%	5.7%	5.9%	6.0%	0.7%	21.2%	8.1%	2.9%	6.2%	1.6%	2.8%	3.1%		
61.3%	62.9%	60.0%	47.8%	62.3%	25.8%	70.8%	36.3%	22.9%	40.0%	25.0%	21.3%	52.4%	50.0%	25.0%
38.7%	37.1%	40.0%	52.2%	37.7%	74.2%	29.2%	63.7%	77.1%	60.0%	75.0%	78.7%	47.6%	50.0%	75.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	5.0%		10.7%	24.8%	18.0%	14.9%	6.5%	8.4%	29.0%	12.5%	14.5%	20.8%	6.2%	
40.6%	62.8%	48.8%	37.3%	14.6%	33.6%	66.1%	27.4%	21.6%	26.1%	18.8%	15.9%	46.6%	61.5%	
59.4%	37.2%	51.2%	62.7%	85.4%	66.4%	33.9%	72.6%	78.4%	73.9%	81.3%	84.1%	53.4%	38.5%	100.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	10.5%		6.7%	18.5%	32.1%	33.4%	6.5%	49.2%	13.7%	12.5%	23.2%	31.4%	70.0%	
4.0	4.1	4.5	3.9	3.9	3.6	3.8	3.1	3.7	4.1	4.1	4.2	4.0	4.2	4.3
4.2	4.1	4.7	4.1	4.2	4.0	4.5	3.8	4.2	4.0	4.3	4.2	4.2	4.0	3.9
3.9	3.7	4.0	3.6	3.6	3.6	3.7	3.3	3.6	3.7	3.8	3.7	3.6	3.2	3.5
4.5	4.1	4.5	3.9	4.1	4.1	4.1	3.8	3.8	4.2	4.1	4.0	4.0	4.0	4.3
2.4	2.7	3.0	2.7	2.5	2.6	2.9	2.4	2.7	2.9	2.8	2.5	2.7	2.6	2.4
4.3	3.9	4.0	3.9	3.7	4.1	4.6	3.7	3.9	4.2	4.2	3.8	4.0	4.0	4.1
4.1	3.9	2.9	3.8	3.4	3.4	3.1	3.1	3.3	3.0	4.2	3.9	3.1	3.7	3.5
4.6	4.0	4.1	4.1	3.9	4.2	4.0	3.3	3.9	4.0	4.5	4.5	3.7	4.4	4.3
3.5	4.1	3.3	3.5	3.0	2.9	3.6	3.2	2.8	4.0	2.9	3.3	3.8	2.8	2.8
74	381	44	381	404	260	127	259	469	139	112	109	369	94	40
76	196	5	164	192	124	63	119	190	57	32	48	146	18	16
16	71	21	42	71	45	0	60	183	54	12	10	74	10	4
42	137	9	124	169	131	63	82	111	45	28	10	90	10	8
16	0	0	16	25	20	32	26	35	13	0	3	32	0	0
22	111	9	58	221	48	42	148	187	44	20	31	109	26	8
67	252	30	276	280	200	95	96	335	95	96	88	294	52	24
64	132	9	169	120	120	63	203	117	67	68	88	231	60	32
0	39	0	0	0	10	0	28	23	13	12	7	7	31	0
I+	III	V+	IV	I	II+	IV	III	V	I	IV+	III	-IV	IV	III
IV+	-V	V+	IV	-IV	II	III+	I	III	-V	-V	V	IV+	V	V
IV	IV	V+	-IV	IV	II+	V	I+	IV	III	V	IV+	IV	III	II
V	IV	V	III	III	III	IV+	-II	III	IV	V	IV	III	I+	-III
V	IV	V+	III	IV	IV	IV+	II	-III	V	-V	IV	IV	-IV	V
II	IV	V	IV	III	IV	V	II	IV	V	-V	III	IV	-IV	II
V	-IV	IV	III+	-III	IV	V	II	III	-V	-V	III	IV	IV	IV+
V+	V	-II	V	IV	IV	-III	II	III	II	V+	V	II+	V	IV+
V+	IV	IV	IV	III	-V	III	I	-III	III	V+	V+	-II	V	V
IV+	V	-IV	IV	II	II	-V	III	I+	V	II	IV	V	I+	I+

	All	354	411	426	429	430	433	435	436	437	439
Returned Surveys	12,868	36	22	138	25	14	5	63	35	14	15
Ever Complained?											
Yes	21.8%	36.2%	20.7%	25.3%	3.4%			18.5%	8.7%	8.2%	18.9%
No	78.2%	63.8%	79.3%	74.7%	96.6%	100.0%	100.0%	81.5%	91.3%	91.8%	81.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5.7%		11.7%	6.9%	10.5%	8.6%	8.8%			16.6%	
Complaint handled within two weeks?											
Yes	38.2%	69.4%	100.0%	44.0%	100.0%			45.8%	28.0%	100.0%	50.0%
No	61.8%	30.6%		56.0%				54.2%	72.0%		50.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12.5%	30.0%		10.0%				15.4%			
Complaint handled Satisfactorily											
Yes	33.0%	63.0%	71.9%	29.6%	100.0%			26.8%			
No	67.0%	37.0%	28.1%	70.4%				73.2%	100.0%		100.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20.5%	18.1%		14.1%				36.1%	40.0%		
Service Quality Evaluation											
Reliability	3.5	4.0	3.3	3.7	4.5	4.2	4.2	3.9	4.4	4.6	4.2
Personal safety	3.9	4.3	4.1	3.8	4.4	4.3	4.2	4.2	4.2	4.5	4.3
Cleanliness of buses	3.4	3.5	3.7	3.3	3.7	3.6	4.1	3.5	3.7	3.9	3.7
Courtesy of drivers	3.7	4.4	3.6	3.7	4.5	4.4	3.8	3.8	4.4	4.5	4.1
Announcement of stops	2.5	2.9	2.5	2.7	3.4	3.0	3.4	2.6	3.0	2.7	2.9
Availability of seating	3.5	3.7	3.8	3.8	4.3	4.2	4.3	3.4	4.4	4.4	4.6
Frequency of service	3.2	3.5	2.8	3.5	4.2	3.3	4.3	3.3	3.8	4.4	2.4
Travel time/speed	3.8	4.3	3.5	3.8	4.4	4.0	4.9	3.7	4.3	4.3	4.4
Parking availability	3.1	3.0	3.4	2.8	4.1	4.1	4.0	4.0	4.4	3.3	4.6
Riders attributing importance to											
Reliability	79,170	98	94	620	205	128	6	58	141	28	3
Personal safety	35,316	20	60	287	66	65	26	26	50	28	10
Cleanliness of buses	17,437	10	41	152	33	19	52	19	11	12	8
Courtesy of drivers	23,510	10	97	277	106	19	0	26	80	32	10
Announcement of stops	5,284	0	12	90	0	0	26	11	4	24	0
Availability of seating	23,036	29	0	73	42	19	0	24	68	20	5
Frequency of service	61,110	74	69	444	54	122	0	19	29	0	5
Travel time/speed	36,076	54	12	301	112	52	26	21	69	20	2
Parking availability	3,144	20	12	119	33	0	0	4	0	0	0
Quintile Rankings for Customer Service Data											
Ever Complained		V	-III	IV	-I	-I	-I	II	I	-I	II
Reliability		IV+	I	III	V+	V	V	-IV	V	V+	V
Personal safety		V	III	-II	V	V	IV	IV	IV+	V+	V
Cleanliness of buses		III	IV	-II	IV	III+	V	III	IV	V	IV
Courtesy of drivers		V	-II	II	V	V	III	II+	V	V	IV+
Announcement of stops		V	II+	IV	V+	V	V+	III	V	IV	V
Availability of seating		-III	III	III	V	V	V	-II	V	V	V+
Frequency of service		IV	I	IV+	V+	-IV	V+	III	V	V+	I
Travel time/speed		V	I	II	V	III+	V+	-II	V	V	V
Parking availability		II+	IV	I	V	V	V	V	V+	IV	V+

441/442	450	451	455	458	500	501	502	504	505	553	554	556	558
229	140	42	193	25	179	53	92	157	51	66	63	66	9
19.8%	21.7%	13.0%	15.7%	14.6%	23.9%	17.3%	31.0%	14.4%	44.1%	20.5%	24.0%	25.6%	8.6%
80.2%	78.3%	87.0%	84.3%	85.4%	76.1%	82.7%	69.0%	85.6%	55.9%	79.5%	76.0%	74.4%	91.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
4.9%	4.2%		4.2%	11.3%	1.7%	1.9%	3.3%	1.9%	2.0%	6.6%	4.7%	17.6%	
41.7%	42.0%		20.1%	43.3%	57.1%	50.0%	38.5%	40.7%	52.4%	37.0%	43.7%	35.2%	
58.3%	58.0%	100.0%	79.9%	56.7%	42.9%	50.0%	61.5%	59.3%	47.6%	63.0%	56.3%	64.8%	100.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
16.1%	8.7%	31.6%	2.1%		13.6%	12.5%	7.7%		4.8%	10.1%	14.9%	3.0%	
43.4%	37.0%	35.3%	27.4%	43.3%	45.5%	33.6%	23.1%	39.4%	22.2%	48.6%	46.9%	23.9%	
56.6%	63.0%	64.7%	72.6%	56.7%	54.5%	66.4%	76.9%	60.6%	77.8%	51.4%	53.1%	76.1%	100.0%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
33.6%	24.0%		18.6%		20.2%		7.7%	9.9%	22.3%	69.7%	22.8%	27.3%	
3.8	3.6	3.2	3.4	4.2	4.1	3.8	3.0	4.2	3.9	4.1	3.9	4.5	4.0
4.0	3.8	4.1	3.9	4.8	4.2	4.0	4.0	4.1	4.0	4.3	4.4	4.4	4.6
3.2	3.2	3.4	3.1	4.0	3.5	3.4	3.8	3.6	3.8	3.9	4.1	3.7	4.0
3.9	3.7	3.7	3.6	4.5	3.9	3.6	3.9	3.8	3.8	4.2	4.2	4.2	4.5
2.5	2.5	2.5	2.4	3.3	3.0	2.4	2.6	2.5	2.4	3.0	2.9	3.0	3.6
3.8	3.8	4.2	3.6	4.6	4.2	2.6	2.9	3.1	3.2	4.2	4.4	4.1	4.6
3.6	3.2	3.1	3.5	3.5	3.9	3.5	2.4	3.9	3.4	3.3	2.9	3.4	3.2
3.9	3.9	3.9	3.8	4.3	4.3	4.2	4.2	4.3	4.0	3.9	3.7	4.2	4.4
3.7	3.3	3.7	3.4	4.3	4.4	3.0	2.2	2.2	3.2	3.0	2.7	3.4	1.0
697	355	66	809	46	163	369	164	543	246	184	168	193	27
323	167	25	242	23	42	99	48	120	79	52	63	81	21
132	124	19	260	0	25	43	24	38	26	33	30	21	27
252	86	36	158	47	11	43	16	32	18	73	58	48	34
15	27	8	52	0	4	0	0	8	0	11	6	7	27
248	130	20	133	4	40	227	88	183	106	33	70	55	14
558	221	56	578	35	122	270	160	456	167	146	112	129	41
297	212	37	344	45	108	199	96	343	141	145	91	72	34
15	33	11	10	0	61	0	8	38	26	5	0	0	0
II+	III	I	I+	I	-IV	II	V	I	V	-III	IV	IV	-I
III	II	I	I+	V	V	-IV	I	V	IV	IV+	IV	V+	IV
III	-II	III	II	V+	IV	III	II	IV	III	V	V	V	V+
I+	I	II	I	V	III	II	IV+	III	IV+	V	V+	IV	V
III	-II	II	I	V+	III	I+	III+	-III	III	V	V	V	V+
III	II+	-III	II	V+	V	II	-IV	-III	II	V	V	V	V+
III	III	IV+	II	V+	V	-I	I	I	I	V	V	IV+	V+
V	III	II+	IV	-V	V	IV	I	V	-IV	III+	II	IV	III
III	-III	II+	II	V	V	-V	IV	V	III+	III	-II	-V	V
V	III+	V	IV	V+	V+	II+	-I	-I	III	II	I	IV	-I

Returned Surveys	All 12,868	CT1 109	CT2 138	CT3 78	1 206	3 19	5 9	6 28
Transfers								
No Transfer/Direct Trip	46.6%	40.4%	50.1%	31.4%	66.1%	65.8%	77.8%	25.3%
MBTA Bus Transfer	17.7%	9.2%	16.9%	10.7%	21.7%	5.7%	11.1%	6.3%
Rapid Transit Transfer	35.1%	50.4%	26.7%	48.2%	12.8%	28.5%	11.1%	39.6%
Commuter Rail Transfer	0.9%	0.0%	6.3%	9.7%	0.0%	0.0%	0.0%	28.9%
Average Trip Elements	1.6	1.7	1.6	1.8	1.4	1.4	1.2	1.9
Average Wait Time	7.4	5.8	6.3	6.5	6.2	7.6	7.3	7.7
Quintile Ranking for Access/Egress Information								
No Transfer/Direct Trip		-III	-IV	II	V	-V	V	-II
MBTA Bus Transfer		II	-IV	II+	IV	-II	II+	II
Rapid Transit Transfer		IV	II	IV	I+	II	I	III
Average Trip Elements		IV	-III	IV	I+	-II	I	-V
Average Wait Time		I+	II	II	II	III	III	III
Frequent O-D Pairs								
Inner Town	Fenway-Long	Kendall	Fenway-Long	Harvard Sq.	South Boston	South Boston	South Boston	
Outer Town	South End	Fenway-Long	South End	Fenway-Long	Park Square	South Boston	Quincy	
Percentage (Records)	16.3% (18)	27.5% (38)	10.7% (8)	5.9% (13)	32.0% (6)	77.7% (7)	11.8% (3)	
Inner Town	Central Sq.	Davis Sq.	Fenway-Long	Harvard Sq.	South Boston		Waterfront	
Outer Town	South End	Fenway-Long	South Boston	Back Bay	South Boston		North End	
Percentage (Records)	8.0% (8)	6.5% (9)	10.6% (8)	5.3% (10)	11.0% (2)		7.9% (2)	
Inner Town	Brighton	Kendall	South End	Harvard Sq.			South Boston	
Outer Town	South End	Roxbury	Quincy	Kendall			Canton	
Percentage (Records)	5.5% (5)	5.5% (7)	10.1% (8)	5.0% (11)			7.9% (2)	
Inner Town			Fenway-Long				South Boston	
Outer Town			Quincy				Brighton	
Percentage (Records)			9.8% (8)				5.1% (2)	
Inner Town			Fenway-Long					
Outer Town			No. Dorch.					
Percentage (Records)			6.9% (5)					
Inner Town								
Outer Town								
Percentage (Records)								
Frequent Bus Route Transfers								
Route:Percentage (Recs)	70: 3.3% (4)	22: 3.7% (4)		77: 3.7% (8)				
Route:Percentage (Recs)		43: 2.5% (3)		70: 2.9% (6)				
Route:Percentage (Recs)		39: 2.0% (3)		71: 1.8% (3)				
Route:Percentage (Recs)		15: 1.8% (2)		74: 1.4% (3)				
Route:Percentage (Recs)		23: 1.6% (2)		46: 1.2% (2)				
Route:Percentage (Recs)		85: 1.5% (3)		73: 1.1% (2)				
Route:Percentage (Recs)				45: 1.1% (3)				

7	8	9	10	11	14	15	16	17
172	130	99	122	76	33	56	64	70
67.9%	42.2%	60.9%	61.5%	72.5%	53.1%	36.1%	39.6%	40.5%
2.0%	24.5%	13.6%	7.6%	5.2%	45.3%	29.9%	28.9%	10.0%
22.5%	30.5%	26.3%	24.2%	22.3%	1.6%	33.9%	34.4%	52.9%
6.1%	4.2%	0.0%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%
1.4	1.7	1.5	1.5	1.4	1.5	1.6	1.7	1.7
6.9	8.8	7.6	9.4	7.9	9.1	8.8	11.4	9.9
V	III	IV+	IV+	V	IV	II	-III	-III
I	-V	III	II	I+	V+	V	V	II
II	-III	II	II	II	I	III	III	IV
-II	III	II	II	I+	II	III	III	IV
-III	IV+	III	V	III+	IV+	IV+	V	V
South Boston	Roxbury	South Boston	South Boston	South Boston	Roslindale	No. Dorch.	No. Dorch.	No. Dorch.
Financial	Fenway-Long	Prudential	South Boston	Financial	Roxbury	Roxbury	No. Dorch.	No. Dorch.
39.8% (79)	14.6% (19)	20.4% (22)	14.2% (16)	37.4% (26)	19.6% (6)	21.9% (12)	17.9% (8)	11.7% (9)
South Boston	So. Dorch.	South Boston	South Boston	South Boston	Roxbury	No. Dorch.	Jamaica Pl.	So. Dorch.
Govt. Ctr.	Fenway-Long	Back Bay	South End	Park Square	Roxbury	Fenway-Long	No. Dorch.	No. Dorch.
13.3% (27)	7.9% (9)	16.8% (17)	14.0% (15)	17.3% (13)	12.6% (5)	9.3% (5)	7.6% (5)	10.3% (7)
South Boston	South End	South Boston	South Boston	South Boston	Hyde Park	Roxbury	No. Dorch.	No. Dorch.
Waterfront	Fenway-Long	Park Square	No. Dorch.	South Boston	Roxbury	Roxbury	Unspec. d'town	South Boston
6.0% (12)	6.4% (8)	11.1% (10)	6.6% (9)	12.1% (9)	7.7% (3)	9.3% (5)	7.0% (4)	8.8% (5)
	Fenway-Long	South Boston		South Boston		No. Dorch.	No. Dorch.	Financial
	Brighton	South Boston		Govt. Ctr.		No. Dorch.	South Boston	No. Dorch.
	6.0% (9)	9.8% (8)		6.1% (4)		6.9% (4)	5.6% (4)	6.6% (4)
	No. Dorch.	South Boston		South Boston				No. Dorch.
	Fenway-Long	Fenway-Long		Waterfront		No. Dorch.		Govt. Ctr.
	5.6% (7)	9.6% (9)		6.0% (4)		South End		5.5% (4)
						5.4% (3)		
		South Boston						
		Financial						
		5.6% (6)						
	23: 5.3% (6)	39: 6.4% (6)		UMAS: 4.3% (3)	49: 12.6% (3)	49: 7.3% (4)		15: 5.5% (4)
	57: 4.6% (7)	11: 6.1% (6)		9: 3.6% (3)		66: 6.9% (4)		
	28: 2.9% (3)							

	All	18	19	20	21	22	23	24
Returned Surveys	12,868	22	37	46	60	76	74	17
Transfers								
No Transfer/Direct Trip	46.6%	52.2%	47.5%	6.5%	16.7%	52.6%	36.1%	28.1%
MBTA Bus Transfer	17.7%	22.1%	32.2%	6.5%	32.4%	13.0%	28.6%	14.0%
Rapid Transit Transfer	35.1%	25.7%	20.3%	87.0%	51.1%	33.8%	35.3%	57.8%
Commuter Rail Transfer	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average Trip Elements	1.6	1.5	1.6	2.1	2.1	1.5	1.7	1.9
Average Wait Time	7.4	8.3	9.8	7.2	7.5	8.5	6.3	11.1
Quintile Ranking for Access/Egress Information								
No Transfer/Direct Trip		IV	III	I	I	IV	II	-II
MBTA Bus Transfer		IV+	V	II	V	III	V	III
Rapid Transit Transfer		II	II	V+	IV	-III	III	-V
Average Trip Elements		II	-III	V+	V+	II	III	V
Average Wait Time		IV	V	III	III	IV	II	V
Frequent O-D Pairs								
Inner Town	So. Dorch.	No. Dorch.	So. Dorch.	So. Dorch.	So. Dorch.	Roxbury	Hyde Park	
Outer Town	No. Dorch.	Roxbury	Govt. Ctr.	Jamaica Pl.	Roxbury	Roxbury	Mattapan	
Percentage (Records)	30.0% (7)	33.7% (12)	13.0% (6)	19.6% (12)	15.8% (14)	11.5% (9)	19.7% (3)	
Inner Town	No. Dorch.	No. Dorch.	So. Dorch.	So. Dorch.	Roxbury	So. Dorch.	Hyde Park	
Outer Town	South Boston	Fenway-Long	Financial	Financial	Roxbury	Fenway-Long	No. Dorch.	
Percentage (Records)	18.0% (4)	11.7% (4)	8.6% (4)	7.2% (5)	15.3% (11)	6.4% (5)	12.5% (2)	
Inner Town	No. Dorch.	So. Dorch.	So. Dorch.	Financial	So. Dorch.	No. Dorch.	Hyde Park	
Outer Town	Financial	Roxbury	No. Dorch.	Mattapan	So. Dorch.	Fenway-Long	So. Dorch.	
Percentage (Records)	11.5% (2)	9.9% (4)	8.6% (4)	6.6% (3)	10.6% (7)	6.4% (5)	10.1% (2)	
Inner Town	So. Dorch.	No. Dorch.	So. Dorch.		Roxbury	No. Dorch.		
Outer Town	So. Dorch.	Financial	Park Square		Fenway-Long	Roxbury		
Percentage (Records)	9.5% (2)	6.2% (2)	6.5% (3)		6.8% (5)	6.4% (5)		
Inner Town		No. Dorch.			Roxbury	So. Dorch.		
Outer Town		Park Square			Financial	Roxbury		
Percentage (Records)		6.2% (2)			5.2% (5)	6.2% (4)		
Inner Town						So. Dorch.		
Outer Town						No. Dorch.		
Percentage (Records)						5.1% (4)		
Frequent Bus Route Transfers								
Route:Percentage (Recs)		8: 13.6% (5)		39: 14.7% (9)	47: 3.0% (3)	66: 11.2% (9)		
Route:Percentage (Recs)				23: 8.3% (5)		49: 3.7% (3)		
Route:Percentage (Recs)						47: 3.7% (3)		
Route:Percentage (Recs)								
Route:Percentage (Recs)								
Route:Percentage (Recs)								
Route:Percentage (Recs)								

26	27	28	29	30	31	32	33	34	34E
21	19	126	41	41	71	82	21	86	102
10.5%	16.3%	59.3%	40.5%	24.9%	24.6%	28.3%	40.2%	17.0%	52.4%
13.4%	38.2%	31.0%	19.8%	21.7%	18.9%	20.3%	29.4%	13.5%	16.3%
76.1%	45.5%	13.0%	42.8%	52.9%	58.6%	50.6%	15.2%	68.3%	29.1%
0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.8%	15.2%	1.2%	2.2%
2	2.1	1.5	1.8	1.9	2	1.8	1.7	1.9	1.5
7.4	7.6	8.2	8	6	6.6	6.6	5.6	5.5	10.1
I	I	IV	III	I+	I+	II	-III	I	IV
III	V	V	IV	IV	IV	IV	V	III	-IV
V	-IV	I+	III+	IV	V	IV	-II	V	II+
V	V+	II	IV	-V	V	IV	III	V	II
III	III	IV	-IV	II	II+	II+	I	I	V
Financial	Mattapan	Mattapan	Mattapan	Mattapan	Mattapan	Hyde Park	Hyde Park	W Roxbury	Walpole
So. Dorch.	So. Dorch.	Roxbury	Roxbury	Financial	Mattapan	Jamaica Pl.	Hyde Park	Financial	Norwood
22.2% (5)	10.7% (2)	21.1% (25)	19.1% (6)	8.5% (4)	8.9% (5)	12.3% (10)	30.0% (4)	8.0% (7)	9.2% (7)
So. Dorch.	So. Dorch.	So. Dorch.	So. Dorch.	Mattapan	Mattapan	Hyde Park	Hyde Park	Roslindale	Norwood
So. Dorch.	So. Dorch.	Roxbury	Roxbury	Roslindale	Financial	Roslindale	Quincy	Financial	Dedham
10.5% (2)	10.2% (2)	12.4% (15)	10.3% (4)	8.1% (3)	8.1% (6)	7.8% (6)	11.6% (1)	7.7% (7)	5.9% (5)
North End	Mattapan	Roxbury	Mattapan	Mattapan	Mattapan	Hyde Park	W Roxbury	W Roxbury	
So. Dorch.	Waterfront	Roxbury	So. Dorch.	Fenway-Long	Fenway-Long	Hyde Park	Hyde Park	Jamaica Pl.	
10.5% (2)	9.7% (2)	6.7% (8)	9.9% (3)	5.4% (3)	5.5% (4)	7.3% (5)	6.7% (2)	5.0% (4)	
Kendall			Roxbury		Mattapan	Hyde Park			
So. Dorch.			Govt. Ctr.		Prudential	Roxbury			
8.9% (2)			5.1% (3)		5.1% (4)	5.3% (4)			
Govt. Ctr.									
So. Dorch.									
8.9% (2)									
Roxbury									
So. Dorch.									
8.9% (2)									
		8: 9.5% (12)	22: 6.2% (4)	39: 5.4% (3)	39: 8.8% (6)	16: 6.8% (4)		39: 9.5% (8)	16: 3.5% (2)
		49: 3.1% (4)				39: 4.2% (5)			51: 3.3% (2)
		31: 3.1% (4)							31: 2.9% (3)
		1: 3.1% (4)							42: 2.7% (2)
		66: 2.5% (3)							39: 2.5% (6)

	All	35	36	37	38	39	40	41
Returned Surveys	12,868	62	58	63	76	323	36	31
Transfers								
No Transfer/Direct Trip	46.6%	48.7%	15.5%	24.4%	27.2%	58.6%	21.1%	44.8%
MBTA Bus Transfer	17.7%	11.1%	16.3%	31.0%	26.1%	15.2%	27.1%	44.6%
Rapid Transit Transfer	35.1%	41.0%	68.2%	43.5%	45.7%	21.6%	57.3%	10.6%
Commuter Rail Transfer	0.9%	0.0%	0.0%	1.1%	1.0%	4.4%	0.0%	0.0%
Average Trip Elements	1.6	1.5	2	1.8	1.8	1.5	2	1.6
Average Wait Time	7.4	6.7	5.5	5.8	5.6	5.7	6.7	8.6
Quintile Ranking for Access/Egress Information								
No Transfer/Direct Trip		III+	I	I+	-II	IV	I	III
MBTA Bus Transfer		II+	III+	V	V	III	V	V+
Rapid Transit Transfer		III	V	III+	-IV	II	-V	I
Average Trip Elements		II	V	IV	IV	II	V	II+
Average Wait Time		II+	I	-II	I	I+	II+	IV
Frequent O-D Pairs								
Inner Town	W Roxbury	W Roxbury	W Roxbury	Roslindale	Jamaica Pl.	W Roxbury	Jamaica Pl.	
Outer Town	W Roxbury	Fenway-Long	Jamaica Pl.	Jamaica Pl.	Back Bay	Roslindale	Roxbury	
Percentage (Records)	21.0% (9)	9.5% (4)	17.6% (8)	10.9% (7)	5.6% (23)	11.0% (5)	41.8% (13)	
Inner Town	W Roxbury	W Roxbury	W Roxbury	W Roxbury		Roslindale	Jamaica Pl.	
Outer Town	Jamaica Pl.	Financial	W Roxbury	Jamaica Pl.		Prudential	Jamaica Pl.	
Percentage (Records)	11.3% (5)	8.1% (6)	12.9% (9)	10.7% (8)		7.2% (2)	8.8% (3)	
Inner Town	Roslindale	W Roxbury	W Roxbury	Jamaica Pl.		W Roxbury	Jamaica Pl.	
Outer Town	Jamaica Pl.	Govt. Ctr.	Financial	Jamaica Pl.		Govt. Ctr.	South End	
Percentage (Records)	7.9% (4)	7.6% (3)	11.9% (9)	9.5% (6)		6.0% (2)	7.6% (2)	
Inner Town	W Roxbury	Roslindale	W Roxbury	Roslindale		Roslindale	Jamaica Pl.	
Outer Town	Financial	Financial	Hyde Park	Financial		Fenway-Long	Financial	
Percentage (Records)	7.1% (5)	7.2% (5)	10.3% (3)	7.1% (7)		6.0% (2)	6.7% (2)	
Inner Town	W Roxbury		W Roxbury				Jamaica Pl.	
Outer Town	Roslindale		Govt. Ctr.				No. Dorch.	
Percentage (Records)	5.4% (3)		9.0% (8)				5.9% (2)	
Inner Town								
Outer Town								
Percentage (Records)								
Frequent Bus Route Transfers								
Route:Percentage (Recs)	39: 4.5% (3)	39: 9.5% (4)	39: 11.8% (8)	39: 9.4% (8)	34: 2.3% (6)	39: 11.2% (3)	22: 8.8% (3)	
Route:Percentage (Recs)					1: 2.0% (8)			
Route:Percentage (Recs)					32: 1.7% (4)			
Route:Percentage (Recs)					38: 1.6% (4)			
Route:Percentage (Recs)					UMAS: 1.5% (6)			
Route:Percentage (Recs)					31: 1.2% (5)			
Route:Percentage (Recs)					34E: 0.8% (2)			

42	43	44	45	46	47	48	49	50
53	154	45	40	21	101	13	82	62
36.6%	74.7%	48.5%	23.4%	74.5%	53.1%	84.6%	55.2%	18.2%
50.6%	17.3%	31.4%	38.1%	21.6%	30.9%	15.4%	32.4%	43.8%
10.0%	8.0%	21.5%	38.5%	3.9%	15.9%	0.0%	10.2%	36.2%
0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	1.1%	2.6%
1.6	1.3	1.6	1.8	1.3	1.6	1.2	1.5	2
8.2	8	8.5	8.6	10.7	9.8	20.4	6.9	5.9
II	V	III	I	V	IV	V	IV	I
V+	-IV	V	V	IV	V	III+	V	V+
I	I	II	III	I	-II	-I	I	III
II+	I	-III	IV	I	-III	I	II	V
IV	III+	IV	IV	V	V	V+	-III	II
Jamaica Pl.	South End	Roxbury	Roxbury	Jamaica Pl.	Central Sq.	Roxbury	Roxbury	Hyde Park
Roxbury	Financial	Roxbury	Roxbury	Roxbury	Fenway-Long	Jamaica Pl.	Financial	Hyde Park
19.0% (13)	15.9% (25)	47.9% (19)	31.6% (13)	33.2% (7)	22.7% (29)	46.1% (6)	22.5% (19)	11.0% (3)
Roxbury	South End	Roxbury	Roxbury	Roxbury	Fenway-Long	Jamaica Pl.	Roxbury	Hyde Park
Roxbury	Govt. Ctr.	Fenway-Long	Financial	Roxbury	South End	Jamaica Pl.	South End	Roslindale
16.9% (7)	13.7% (23)	9.6% (4)	16.7% (7)	31.1% (5)	8.5% (7)	23.0% (3)	14.6% (11)	10.2% (5)
Roxbury	Roxbury	Park Square	Roxbury	Fenway-Long	Fenway-Long	Roslindale	Roxbury	Hyde Park
South End	Govt. Ctr.	Roxbury	Harvard Sq.	Roxbury	Roxbury	Jamaica Pl.	Park Square	W Roxbury
10.0% (5)	6.7% (10)	6.2% (3)	7.5% (2)	11.6% (3)	8.5% (7)	15.3% (2)	7.9% (6)	6.3% (3)
Roxbury	Roxbury		Roxbury	Fenway-Long	Central Sq.	Jamaica Pl.	South End	Roslindale
No. Dorch.	South End		Fenway-Long	So. Dorch.	Central Sq.	Roxbury	Financial	Jamaica Pl.
5.9% (3)	6.2% (8)		5.9% (3)	7.7% (2)	6.3% (5)	15.3% (2)	6.9% (6)	5.7% (3)
Jamaica Pl.	South End		Roxbury				South End	
Jamaica Pl.	Park Square		Prudential				Waterfront	
5.5% (2)	5.1% (8)		5.7% (3)				6.5% (5)	
			Roxbury				So. Dorch.	
			Park Square				Financial	
			5.1% (1)				5.1% (4)	
32: 9.3% (4)	22: 3.6% (5)	49: 8.0% (3)	1: 7.5% (2)		39: 5.5% (4)		23: 10.4% (8)	39: 13.7% (8)
15: 7.8% (3)	23: 3.3% (4)	47: 7.1% (3)	49: 7.3% (3)		70: 4.0% (3)		44: 7.0% (6)	32: 11.0% (3)
49: 7.0% (6)	28: 2.2% (3)		8: 6.4% (3)		23: 3.6% (3)		28: 5.3% (5)	33: 5.5% (2)
	45: 1.7% (3)				1: 3.6% (5)			34E: 4.7% (3)
	15: 1.7% (3)				28: 3.5% (3)			
					15: 2.8% (2)			
					91: 2.6% (3)			

	All	51	52	55	57	59	60
Returned Surveys	12,868	135	98	107	154	139	58
Transfers							
No Transfer/Direct Trip	46.6%	24.3%	30.9%	75.4%	45.6%	41.4%	54.4%
MBTA Bus Transfer	17.7%	20.1%	45.8%	5.0%	21.2%	23.5%	21.5%
Rapid Transit Transfer	35.1%	52.7%	23.3%	18.9%	36.0%	34.7%	24.1%
Commuter Rail Transfer	0.9%	0.5%	0.0%	0.8%	0.0%	1.6%	0.0%
Average Trip Elements	1.6	1.8	1.8	1.3	1.7	1.6	1.5
Average Wait Time	7.4	9.2	9.9	4.6	7.4	9.5	5.4
Quintile Ranking for Access/Egress Information							
No Transfer/Direct Trip		I+	II	V	III	III	IV
MBTA Bus Transfer		IV	V+	I+	IV	IV+	IV
Rapid Transit Transfer		IV	II	-II	III	III	II
Average Trip Elements		IV	IV	I	III+	III	II
Average Wait Time		-V	V	I	III	V	I
Frequent O-D Pairs							
Inner Town		Newton	Fenway-Long	Brighton	Newton	Brookline Village	
Outer Town		Newton	Financial	Fenway-Long	Newton	Fenway-Long	
Percentage (Records)		16.4% (14)	15.8% (21)	17.6% (33)	17.3% (24)	19.7% (16)	
Inner Town		W Roxbury	Fenway-Long	Brighton	Newton	Brookline SW	
Outer Town		Newton	Back Bay	Brighton	Watertown	Fenway-Long	
Percentage (Records)		9.9% (11)	15.7% (16)	7.5% (10)	13.1% (19)	9.1% (8)	
Inner Town		Newton	Fenway-Long	Watertown	Needham	Brookline Village	
Outer Town		Financial	Park Square	Brighton	Newton	Roxbury	
Percentage (Records)		9.8% (14)	12.4% (14)	7.1% (10)	7.8% (10)	7.7% (1)	
Inner Town		Dedham	Fenway-Long	Newton	Needham	Fenway-Long	
Outer Town		Newton	Prudential	Brighton	Watertown	Wakefield	
Percentage (Records)		6.8% (5)	11.8% (16)	6.5% (7)	6.3% (7)	7.7% (1)	
Inner Town		Newton	Fenway-Long		Fenway-Long	Fenway-Long	
Outer Town		Watertown	Govt. Ctr.		Newton	Shirley	
Percentage (Records)		5.4% (4)	6.5% (9)		6.3% (10)	7.7% (1)	
Inner Town			Prudential		Needham	Newton	
Outer Town			Govt. Ctr.		Brighton	Fenway-Long	
Percentage (Records)			6.4% (3)		5.7% (9)	7.4% (5)	
Frequent Bus Route Transfers							
Route:Percentage (Recs)	39: 6.8% (8)	304: 15.8% (23)		8: 3.4% (4)	71: 8.5% (13)	22: 7.7% (1)	
Route:Percentage (Recs)	60: 3.6% (5)	71: 11.5% (9)		60: 3.1% (5)	70: 6.5% (9)	66: 5.0% (3)	
Route:Percentage (Recs)	BCOL: 2.6% (5)	73: 3.6% (3)		66: 2.1% (3)	57: 3.1% (5)		
Route:Percentage (Recs)		58: 2.6% (2)		71: 2.1% (3)	554: 2.3% (3)		
Route:Percentage (Recs)		57: 2.6% (2)		553: 2.0% (2)			
Route:Percentage (Recs)		34E: 2.5% (2)		504: 1.8% (3)			
Route:Percentage (Recs)		302: 2.5% (3)					

62	64	65	66	67	69	70	70A	71
168	120	215	213	93	72	123	59	267
14.9%	46.7%	78.7%	55.1%	21.7%	48.2%	36.8%	56.5%	38.3%
11.6%	16.4%	11.4%	19.3%	15.0%	15.4%	34.3%	19.9%	23.0%
71.9%	36.2%	11.5%	27.9%	63.3%	36.3%	28.9%	23.6%	39.6%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%
2	1.7	1.3	1.5	1.9	1.6	1.8	1.5	1.7
8.7	6.8	7.7	8.7	6.1	8.6	8	9.4	6.8
I	III	V	IV	I	III	II	IV	II+
-III	-IV	II+	IV	III	III+	V	IV	IV+
V	III	I	II	V	III	II+	II	III
V	III+	I	II	V	III	IV	II	III+
IV+	-III	III	IV	II	IV	-IV	V	-III
Lexington	Brighton	Brighton	Harvard Sq.	Arlington	Harvard Sq.	Waltham	Waltham	Watertown
Arlington	Central Sq.	Fenway-Long	Brighton	Arlington	Kendall	Watertown	Waltham	Harvard Sq.
6.7% (8)	21.5% (28)	50.0% (117)	16.3% (44)	23.8% (13)	27.6% (19)	9.2% (11)	19.5% (12)	21.2% (59)
Bedford	Brighton	Coolidge Cnrr	Brighton	Arlington	Central Sq.	Waltham	Waltham	
Arlington	Kendall	Fenway-Long	Fenway-Long	Kendall	Kendall	Waltham	Central Sq.	
5.5% (7)	19.6% (25)	8.0% (19)	12.8% (19)	14.0% (17)	8.4% (6)	7.1% (7)	14.7% (7)	
Lexington	Brighton	Brighton	Harvard Sq.	Arlington	Kendall		Waltham	
Harvard Sq.	Brighton	Brookline Village	Coolidge Cnrr	Financial	Kendall		Kendall	
5.1% (7)	7.4% (9)	7.1% (15)	10.8% (24)	10.0% (12)	6.5% (4)		8.2% (4)	
			Fenway-Long		Brighton		Waltham	
			Roxbury		Kendall		Fenway-Long	
			6.6% (10)		5.3% (4)		6.6% (5)	
							Waltham	
							Harvard Sq.	
							5.8% (4)	
77: 8.2% (10)	57: 3.9% (4)	57: 6.0% (12)	57: 3.6% (6)	77: 6.4% (5)		1: 9.2% (11)	1: 8.3% (3)	70: 6.2% (17)
	66: 3.6% (5)	66: 2.0% (4)	77: 3.1% (7)			57: 4.5% (6)	23: 4.2% (1)	77: 4.0% (9)
	CT1: 3.6% (4)	39: 1.9% (4)	39: 2.8% (8)			71: 4.3% (5)	47: 4.1% (2)	1: 2.6% (7)
	88: 2.8% (2)		22: 1.6% (2)			47: 2.2% (3)	71: 3.4% (4)	59: 2.1% (4)
	39: 2.4% (2)		86: 1.6% (2)					302: 1.8% (3)
	1: 2.2% (3)		73: 1.4% (3)					304: 1.8% (3)
								57: 1.4% (4)

	All	72	73	74/75	76	77/77A	78
Returned Surveys	12,868	75	219	204	145	315	156
Transfers							
No Transfer/Direct Trip	46.6%	31.5%	37.5%	41.8%	21.0%	58.6%	40.6%
MBTA Bus Transfer	17.7%	9.5%	14.2%	7.4%	3.5%	13.0%	22.5%
Rapid Transit Transfer	35.1%	56.2%	48.3%	48.8%	75.5%	26.0%	35.4%
Commuter Rail Transfer	0.9%	0.0%	0.7%	0.8%	0.0%	1.3%	0.0%
Average Trip Elements	1.6	1.8	1.7	1.6	1.9	1.5	1.7
Average Wait Time	7.4	6.2	5.6	5.4	8.7	6	6.7
Quintile Ranking for Access/Egress Information							
No Transfer/Direct Trip		II	II+	III	I	IV	III
MBTA Bus Transfer		II	III	II	I	III	IV+
Rapid Transit Transfer		-V	IV	IV	V	II	III
Average Trip Elements		IV+	-IV	III	V	II	III
Average Wait Time		II	I	I	IV	II	II+
Frequent O-D Pairs							
Inner Town	Fresh Pond	Belmont	Belmont	Lexington	Arlington	Arlington	
Outer Town	Harvard Sq.	Harvard Sq.	Harvard Sq.	Harvard Sq.	Harvard Sq.	Harvard Sq.	
Percentage (Records)	19.6% (16)	22.7% (53)	18.4% (45)	7.5% (13)	27.2% (86)	14.1% (24)	
Inner Town	Fresh Pond	Belmont	Belmont	Lexington	Arlington	Belmont	
Outer Town	Financial	Financial	Financial	Kendall	Arlington	Harvard Sq.	
Percentage (Records)	10.9% (9)	6.4% (18)	7.6% (17)	5.3% (9)	10.1% (27)	9.0% (17)	
Inner Town	Fresh Pond	Belmont	No. Cambridge		No. Cambridge	No. Cambridge	
Outer Town	Fenway-Long	Kendall	Harvard Sq.		Harvard Sq.	Harvard Sq.	
Percentage (Records)	10.6% (7)	5.4% (12)	5.9% (11)		8.6% (28)	6.3% (7)	
Inner Town	Fresh Pond						
Outer Town	So. Dorch.						
Percentage (Records)	6.9% (2)						
Inner Town	No. Cambridge						
Outer Town	Harvard Sq.						
Percentage (Records)	5.2% (2)						
Inner Town							
Outer Town							
Percentage (Records)							
Frequent Bus Route Transfers							
Route:Percentage (Recs)	55: 3.9% (1)	66: 3.0% (5)	1: 2.3% (5)		62: 3.1% (7)	1: 8.2% (12)	
Route:Percentage (Recs)	86: 3.9% (1)	1: 2.6% (4)	86: 2.1% (3)		1: 2.7% (10)	77: 4.6% (5)	
Route:Percentage (Recs)	MASC: 2.7% (3)	54: 2.6% (4)	11: 1.6% (2)		73: 1.6% (6)	71: 4.1% (6)	
Route:Percentage (Recs)	1: 2.7% (3)	77A: 1.8% (5)	MASC: 1.1% (3)		71: 1.5% (4)	69: 1.6% (2)	
Route:Percentage (Recs)					80: 1.3% (3)	66: 1.6% (2)	
Route:Percentage (Recs)					MASC: 1.1% (4)	MASC: 1.5% (3)	
Route:Percentage (Recs)							

79	80	83	84	85	86	87	88
129	124	61	47	98	114	89	98
14.0%	41.6%	59.0%	4.0%	65.4%	53.3%	43.2%	37.1%
3.5%	14.3%	25.2%	0.0%	5.8%	25.2%	4.9%	6.9%
80.9%	39.6%	13.6%	96.0%	28.7%	20.6%	51.2%	56.0%
1.5%	3.1%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
1.9	1.7	1.4	2	1.4	1.5	1.7	1.7
5.9	6.9	4.8	2.8	4.4	8.6	6	6.9
I	III	IV	-I	-V	IV	III	II+
I	III	-V	-I	-II	-V	I	II
V	III	I+	V+	II	II	IV	IV+
V	III+	I+	V+	-II	II	IV	IV
-II	III	I	-I	I	IV	II	III
Arlington	Winter Hill	Spring Hill	Arlington	Spring Hill	Harvard Sq.	Davis Sq.	Davis Sq.
Financial	Kendall	Central Sq.	Financial	Kendall	Brighton	E Somerville	E Somerville
16.8% (22)	12.0% (15)	16.1% (8)	28.2% (14)	36.5% (38)	14.5% (19)	6.9% (5)	6.2% (6)
Arlington	Medford	No. Cambridge	Arlington	E Somerville	E Somerville	Arlington	Davis Sq.
Kendall	Kendall	Central Sq.	Kendall	Kendall	Harvard Sq.	Davis Sq.	Spring Hill
16.8% (23)	7.3% (10)	11.2% (9)	14.1% (7)	19.2% (18)	9.3% (9)	5.9% (4)	5.8% (6)
Arlington		No. Cambridge	Arlington	Winter Hill	Brighton	Arlington	
No. Cambridge		Spring Hill	Govt. Ctr.	Kendall	Brighton	Kendall	
8.0% (9)		8.6% (4)	14.1% (7)	6.6% (7)	8.5% (10)	5.5% (5)	
Arlington		No. Cambridge	Arlington			E Somerville	
Fenway-Long		No. Cambridge	Harvard Sq.			Kendall	
5.7% (8)		7.5% (4)	8.0% (4)			5.2% (3)	
Arlington		Spring Hill	Belmont				
Back Bay		Fenway-Long	Andover				
5.4% (9)		6.4% (3)	7.0% (1)				
Arlington		Spring Hill	Arlington				
Arlington		Kendall	No. Cambridge				
5.4% (5)		5.9% (4)	6.0% (3)				
	69: 4.4% (6)	47: 10.9% (7)		CT2: 4.9% (3)	73: 3.9% (4)	UMAS: 5.2% (3)	94: 3.6% (3)
	87: 3.1% (3)				93: 3.9% (4)		
	96: 2.7% (2)				101: 3.4% (4)		
	77: 2.4% (3)				BCOL: 2.6% (3)		

	All	89	90	91	92	93	94	95
Returned Surveys	12,868	49	70	91	156	136	88	78
Transfers								
No Transfer/Direct Trip	46.6%	39.3%	53.7%	36.2%	66.2%	63.8%	16.1%	20.2%
MBTA Bus Transfer	17.7%	17.1%	17.4%	32.9%	17.4%	13.8%	12.2%	14.5%
Rapid Transit Transfer	35.1%	47.3%	29.0%	30.9%	15.2%	19.0%	69.6%	65.3%
Commuter Rail Transfer	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Average Trip Elements	1.6	1.7	1.5	1.7	1.4	1.4	2	2
Average Wait Time	7.4	4.7	9.2	6.1	8	5.8	8.2	5.9
Quintile Ranking for Access/Egress Information								
No Transfer/Direct Trip		II+	IV	II	V	-V	I	I
MBTA Bus Transfer		-IV	IV	V	IV	III	III	III
Rapid Transit Transfer		IV	II+	-III	-II	II	V	V
Average Trip Elements		-IV	II	III	I+	I+	V	V
Average Wait Time		I	-V	II	III+	I+	IV	II
Frequent O-D Pairs								
Inner Town		Somerville: Unspecified	Davis Sq.	E Somerville	Charlestown	Charlestown	Medford	Medford
Outer Town		Charlestown	Spring Hill	Central Sq.	Financial	Financial	Harvard Sq.	Medford
Percentage (Records)		8.2% (4)	13.4% (6)	14.2% (15)	34.4% (62)	36.5% (56)	12.0% (13)	9.3% (6)
Inner Town		Davis Sq.	Davis Sq.	Charlestown	Charlestown	Charlestown	Medford	Medford
Outer Town		Charlestown	Charlestown	Central Sq.	Govt. Ctr.	Govt. Ctr.	Kendall	Financial
Percentage (Records)		6.4% (3)	8.8% (4)	7.9% (7)	13.5% (22)	6.6% (12)	9.0% (10)	6.9% (6)
Inner Town		Winter Hill	Davis Sq.	Winter Hill			Medford	Winter Hill
Outer Town		Winter Hill	Winter Hill	Central Sq.			Beacon Hill	Financial
Percentage (Records)		5.7% (3)	8.7% (5)	7.3% (5)			8.6% (6)	5.8% (5)
Inner Town			Spring Hill				Medford	Medford
Outer Town			Winter Hill				Medford	Winter Hill
Percentage (Records)			7.7% (3)				8.2% (7)	5.7% (4)
Inner Town			E Somerville				Medford	
Outer Town			Charlestown				Financial	
Percentage (Records)			5.7% (2)				7.6% (8)	
Inner Town							Medford	
Outer Town							Davis Sq.	
Percentage (Records)							5.5% (3)	
Frequent Bus Route Transfers								
Route:Percentage (Recs)		93: 5.5% (3)		1: 6.3% (7)	111: 4.4% (4)	95: 3.5% (3)	101: 5.2% (3)	
Route:Percentage (Recs)		80: 5.5% (3)		70: 4.7% (5)	101: 4.1% (5)	104: 2.5% (4)	87: 3.1% (3)	
Route:Percentage (Recs)				64: 3.5% (2)	120: 2.5% (2)	109: 2.0% (3)		
Route:Percentage (Recs)				47: 3.5% (4)	51: 2.1% (1)			
Route:Percentage (Recs)				89: 3.4% (3)	301: 2.1% (1)			
Route:Percentage (Recs)					89: 1.4% (3)			
Route:Percentage (Recs)								

96 145	97 25	99 92	100 94	101 126	104 118	105 32	106 89	108 45	109 87
50.0%	24.3%	23.4%	6.8%	43.2%	30.0%	18.1%	30.7%	29.1%	34.5%
22.7%	11.5%	3.3%	1.7%	9.8%	20.0%	11.8%	1.8%	18.3%	15.5%
28.7%	64.2%	73.3%	91.5%	47.0%	49.9%	70.1%	67.5%	55.0%	49.9%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1.6	1.8	1.8	2	1.7	1.8	1.9	1.8	1.8	1.7
8.1	7.5	8.3	6.1	8.7	8	9.3	5.9	7.7	7.5
-IV	I+	I	-I	III	II	I	II	II	II
IV+	-III	I	I	II	IV	-III	I	IV	III+
II+	V	V	V+	IV	IV	V	V	IV+	IV
-III	IV+	-V	V	-IV	IV	V	-V	IV	IV
IV	III	IV	II	IV	-IV	-V	-II	III	III
Medford	Everett	Malden	Medford	Medford	Malden	Malden	Malden	Malden	Everett
Harvard Sq.	Financial	Everett	Financial	Medford	Everett	Financial	Malden	Malden	Everett
32.2% (47)	19.9% (3)	13.4% (8)	20.3% (22)	16.7% (20)	14.4% (17)	14.6% (3)	19.2% (17)	17.7% (7)	15.1% (9)
Davis Sq.	Malden	Everett	Malden	Malden	Everett	Malden	Malden	Malden	Everett
Harvard Sq.	Everett	Financial	Boston: Unspecified	Medford	Everett	Malden	Financial	Financial	Financial
11.0% (16)	19.8% (4)	10.5% (11)	7.5% (2)	14.4% (18)	8.6% (10)	13.1% (4)	9.3% (10)	12.7% (5)	14.8% (16)
Medford	Everett	Malden	Medford		Everett	Financial	Malden	Malden	Everett
Davis Sq.	Waterfront	Malden	Waterfront		Financial	Malden	Everett	Medford	Charlestown
5.6% (8)	8.9% (1)	7.8% (4)	6.5% (6)		5.8% (6)	7.4% (3)	8.9% (6)	11.2% (5)	5.5% (3)
	Everett	Malden	Medford				Malden		
	Govt. Ctr.	Back Bay	Back Bay				Govt. Ctr.		
	8.9% (1)	6.2% (4)	6.3% (6)				6.5% (7)		
			Medford				Everett		
			Malden				Fenway-Long		
			6.0% (4)				6.3% (4)		
							Everett		
							Financial		
							5.9% (5)		
101: 4.0% (6)		106: 2.3% (1)			86: 5.8% (6)				93: 3.7% (2)
89: 3.5% (5)		MGH: 2.1% (3)			92: 4.7% (5)				117: 3.6% (2)
86: 3.3% (5)					110: 2.6% (3)				426: 3.4% (2)
71: 2.0% (3)					136: 2.1% (3)				91: 2.2% (2)
94: 2.0% (3)									119: 1.9% (1)
									CT3: 1.7% (1)
									101: 1.7% (1)

	All	110	111	112	116	117	119	120
Returned Surveys	12,868	32	95	70	46	54	48	54
Transfers								
No Transfer/Direct Trip	46.6%	2.4%	49.3%	40.3%	52.5%	55.3%	49.8%	50.3%
MBTA Bus Transfer	17.7%	12.0%	5.5%	15.1%	5.1%	3.2%	6.7%	3.2%
Rapid Transit Transfer	35.1%	85.6%	45.2%	45.1%	42.4%	42.2%	43.5%	42.1%
Commuter Rail Transfer	0.9%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	1.6%
Average Trip Elements	1.6	2.1	1.6	1.7	1.5	1.6	1.6	1.5
Average Wait Time	7.4	9.1	5.9	13	7.9	8	8.7	6.8
Quintile Ranking for Access/Egress Information								
No Transfer/Direct Trip		-I	III+	-III	IV	IV	III+	-IV
MBTA Bus Transfer		-III	-II	III	I+	I	II	I
Rapid Transit Transfer		V	-IV	-IV	III+	III+	III+	III
Average Trip Elements		V+	III	-IV	II+	III	III	II+
Average Wait Time		-V	-II	V+	III+	-IV	IV	-III
Frequent O-D Pairs								
Inner Town		Boston: Unspec.	Chelsea	Chelsea	Chelsea	Chelsea	Revere	East Boston
Outer Town		Revere	Financial	East Boston	East Boston	East Boston	Revere	East Boston
Percentage (Records)		10.9% (2)	13.6% (13)	15.6% (11)	18.5% (8)	20.4% (9)	47.5% (15)	45.1% (24)
Inner Town		Financial	Chelsea	Chelsea	Revere	Revere	Revere	East Boston
Outer Town		Revere	North End	Chelsea	Chelsea	Chelsea	Financial	Unspecified downtown
Percentage (Records)		7.9% (1)	11.7% (11)	13.9% (12)	12.3% (5)	12.5% (8)	6.7% (4)	8.3% (4)
Inner Town		Revere	Chelsea	Chelsea	Revere	Chelsea		Revere
Outer Town		Everett	Chelsea	Govt. Ctr.	Revere	Chelsea		East Boston
Percentage (Records)		6.0% (2)	10.0% (11)	8.1% (4)	10.4% (4)	11.7% (4)		7.3% (3)
Inner Town		Everett	Chelsea	Everett	Financial	Revere		East Boston
Outer Town		Financial	Govt. Ctr.	Chelsea	Revere	Revere		Financial
Percentage (Records)		5.9% (2)	6.3% (6)	7.8% (5)	10.4% (3)	6.6% (2)		6.7% (4)
Inner Town		Everett		Chelsea	Revere			East Boston
Outer Town		Everett		North End	East Boston			Govt. Ctr.
Percentage (Records)		5.4% (2)		5.0% (2)	8.6% (3)			6.6% (4)
Inner Town					Chelsea			East Boston
Outer Town					Chelsea			Beacon Hill
Percentage (Records)					6.1% (4)			6.1% (2)
Frequent Bus Route Transfers								
Route:Percentage (Recs)				111: 6.1% (5)		108: 5.2% (3)		
Route:Percentage (Recs)								
Route:Percentage (Recs)								
Route:Percentage (Recs)								
Route:Percentage (Recs)								
Route:Percentage (Recs)								
Route:Percentage (Recs)								

[illegible]

	All	215	216	217	220	221	222	225
Returned Surveys	12,868	59	58	26	119	14	93	171
Transfers								
No Transfer/Direct Trip	46.6%	47.4%	36.9%	50.4%	25.2%	5.3%	30.1%	34.0%
MBTA Bus Transfer	17.7%	4.9%	8.4%	6.2%	10.3%	0.0%	14.2%	13.7%
Rapid Transit Transfer	35.1%	46.6%	54.7%	46.5%	57.2%	94.7%	55.7%	52.4%
Commuter Rail Transfer	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average Trip Elements	1.6	1.6	1.8	1.5	1.9	1.9	1.8	1.8
Average Wait Time	7.4	8.1	5.9	8.1	7.3	7.6	5.6	8.1
Quintile Ranking for Access/Egress Information								
No Transfer/Direct Trip		III	II	IV	II	I	II	II
MBTA Bus Transfer		I+	II	II	II	I	III	III
Rapid Transit Transfer		IV	IV+	IV	V	V+	IV+	IV
Average Trip Elements		III	IV	II+	V	V	IV+	IV
Average Wait Time		IV	II	IV	III	III	I+	IV
Frequent O-D Pairs								
Inner Town	Quincy	Quincy	Milton	Quincy	Financial	Quincy	Quincy	
Outer Town	Quincy	Quincy	So. Dorch.	Quincy	Quincy	Weymouth	Quincy	
Percentage (Records)	22.4% (13)	41.0% (26)	26.1% (7)	14.8% (13)	29.2% (3)	20.7% (18)	19.5% (23)	
Inner Town	Quincy	Financial	Quincy	Quincy	Back Bay	Financial	Quincy	
Outer Town	So. Dorch.	Quincy	So. Dorch.	Weymouth	Weymouth	Weymouth	Weymouth	
Percentage (Records)	13.5% (8)	10.4% (4)	11.0% (2)	7.2% (8)	17.4% (1)	9.8% (11)	18.4% (21)	
Inner Town	Quincy	Waterfront	Quincy	Quincy	Park Square	Weymouth	Quincy	
Outer Town	Milton	Quincy	Quincy	Hingham	Weymouth	Weymouth	Braintree	
Percentage (Records)	6.8% (3)	6.4% (3)	8.8% (2)	7.2% (8)	16.0% (3)	6.4% (4)	5.9% (10)	
Inner Town		Prudential	Back Bay		Prudential	Quincy		
Outer Town		Quincy	Milton		Weymouth	Quincy		
Percentage (Records)		6.4% (3)	7.8% (1)		10.6% (2)	5.6% (5)		
Inner Town			Quincy		Beacon Hill			
Outer Town			Financial		Weymouth			
Percentage (Records)			6.3% (2)		10.6% (2)			
Inner Town			Milton					
Outer Town			Financial					
Percentage (Records)			6.3% (2)					
Frequent Bus Route Transfers								
Route:Percentage (Recs)		238: 3.6% (3)		JBL: 10.1% (13)				215: 2.7% (2)
Route:Percentage (Recs)				215: 3.8% (3)				11: 2.2% (1)
Route:Percentage (Recs)				238: 2.1% (3)				216: 2.2% (1)
Route:Percentage (Recs)								230: 2.2% (1)
Route:Percentage (Recs)								214: 1.6% (2)
Route:Percentage (Recs)								10: 1.3% (1)
Route:Percentage (Recs)								MYB: 1.3% (1)

230	236	238	240	245	325	326	350	352	353
104	27	40	62	53	64	74	137	70	19
25.9%	32.7%	43.9%	23.9%	40.9%	85.9%	86.5%	18.0%	84.3%	73.7%
7.0%	17.5%	19.0%	20.0%	19.7%	0.0%	1.4%	7.6%	0.0%	0.0%
65.3%	49.8%	40.7%	56.1%	39.3%	14.1%	10.8%	75.0%	14.3%	26.3%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1.9	1.7	1.7	1.8	1.6	1.2	1.1	2	1.2	1.3
11.4	14.3	12	9.4	10.3	6.5	5.3	10.7	3.4	4.4
II	II	III	I	III	V	V	I	V	V
II	IV	IV	IV	IV	-I	I	II	-I	-I
V	IV	III	IV+	III	I+	I	V	I+	II
V	-IV	III+	IV+	III	I	-I	V	I	I
V	V+	V+	V	V	II	I	V	-I	I
Quincy	Quincy	Quincy	Randolph	Quincy	Medford	Medford	Burlington	Burlington	Woburn
Braintree	Braintree	Quincy	Randolph	Milton	Financial	Financial	Arlington	Financial	Govt. Ctr.
13.9% (12)	30.7% (7)	17.1% (5)	15.3% (6)	20.0% (10)	32.8% (21)	47.9% (35)	8.8% (12)	22.8% (16)	21.0% (4)
Braintree	Braintree	Quincy	Randolph	Quincy	Medford	Medford	Arlington	Burlington	Woburn
Holbrook	Braintree	Randolph	So. Dorch.	Quincy	Govt. Ctr.	Govt. Ctr.	Govt. Ctr.	Govt. Ctr.	Financial
6.3% (5)	7.8% (3)	16.4% (6)	10.1% (6)	11.3% (6)	21.8% (14)	12.3% (9)	5.1% (8)	14.2% (10)	21.0% (4)
Financial	Braintree	Quincy	Randolph	Financial	Medford	Medford		Billerica	Woburn
Holbrook	North End	Braintree	Fenway-Long	Wellesley	Waterfront	North End		Govt. Ctr.	Waterfront
6.3% (8)	7.8% (1)	11.5% (7)	6.5% (4)	6.7% (1)	10.9% (7)	10.9% (8)		10.0% (7)	15.7% (3)
Braintree	No. Dorch.	Back Bay	Randolph	Braintree				Billerica	Woburn
Braintree	Braintree	Quincy	Park Square	W Roxbury				Financial	Park Square
5.7% (5)	7.7% (2)	7.5% (3)	5.8% (2)	6.7% (1)				10.0% (7)	10.5% (2)
Quincy	Back Bay	Everett		Milton				Burlington	
Holbrook	Braintree	Braintree		Milton				Park Square	
5.3% (5)	5.2% (2)	7.3% (2)		6.6% (4)				7.1% (5)	
				Quincy				Billerica	
				Mattapan				Back Bay	
				6.1% (4)				5.7% (4)	
BAT: 4.8% (5)		240: 7.5% (3)	238: 7.6% (3)	33: 6.6% (1)			71: 2.3% (4)		
UMAS: 2.6% (3)		22: 4.0% (1)	23: 5.1% (3)	31: 3.9% (3)			77: 2.1% (3)		
CT3 : 2.5% (3)		45: 4.0% (1)					66: 2.1% (3)		
		225: 3.7% (3)							

	All	354	411	426	429	430	433	435	436
Returned Surveys	12,868	36	22	138	25	14	5	63	35
Transfers									
No Transfer/Direct Trip	46.6%	61.1%	58.7%	50.3%	83.0%	48.9%	86.5%	81.3%	63.4%
MBTA Bus Transfer	17.7%	0.0%	4.1%	13.5%	9.3%	15.9%	13.5%	11.9%	32.9%
Rapid Transit Transfer	35.1%	38.9%	37.2%	33.8%	7.7%	35.2%	0.0%	1.2%	1.2%
Commuter Rail Transfer	0.9%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	2.5%
Average Trip Elements	1.6	1.4	1.5	1.5	1.2	1.7	1.1	1.2	1.4
Average Wait Time	7.4	3	10.6	6.6	5.3	8.6	3.7	10.7	6.5
Quintile Ranking for Access/Egress Information									
No Transfer/Direct Trip		IV+	IV	-IV	V	III+	V	V	-V
MBTA Bus Transfer		-I	I	III	II	III+	III	-III	V
Rapid Transit Transfer		III	III	-III	I	III	-I	I	I
Average Trip Elements		II	II	II	I	III	-I	I	I
Average Wait Time		-I	V	II	I	IV	-I	V	II
Frequent O-D Pairs									
Inner Town	Woburn	Revere	Saugus	Lynn Beach	Saugus	Lynn Beach	Lynn Unspec.	Lynn Beach	
Outer Town	Financial	Revere	Financial	West Lynn	Malden	West Lynn	Peabody	Wyoma	
Percentage (Records)	20.0% (7)	28.2% (6)	10.2% (18)	31.4% (8)	29.5% (4)	43.2% (2)	14.6% (8)	25.5% (8)	
Inner Town	Woburn	Malden		West Lynn	Malden	Lynn Highl.	Lynn Beach	Lynn Beach	
Outer Town	Park Square	Malden		Saugus	Malden	West Lynn	Danvers	Lynn Unspec.	
Percentage (Records)	14.2% (5)	18.4% (4)		15.3% (3)	21.5% (3)	43.2% (2)	13.3% (7)	18.9% (5)	
Inner Town	Woburn	Revere		Lynn Highl.	Saugus		Lynn Unspec.	Wyoma	
Outer Town	Govt. Ctr.	Malden		West Lynn	Saugus		Danvers	Wyoma	
Percentage (Records)	11.4% (4)	9.8% (2)		10.1% (1)	13.6% (2)		12.0% (6)	12.2% (3)	
Inner Town	Woburn	Malden		Saugus			Peabody	West Lynn	
Outer Town	Back Bay	Financial		Saugus			Danvers	Wyoma	
Percentage (Records)	8.5% (3)	8.6% (2)		8.6% (3)			8.6% (5)	8.4% (1)	
Inner Town	Woburn						Lynn Beach	Lynn South	
Outer Town	Kendall						Peabody	Wyoma	
Percentage (Records)	5.7% (2)						7.9% (6)	6.6% (2)	
Inner Town	Woburn						Wyoma		
Outer Town	Waterfront						Danvers		
Percentage (Records)	5.7% (2)						7.3% (4)		
Frequent Bus Route Transfers									
Route:Percentage (Recs)			455: 4.6% (3)						
Route:Percentage (Recs)			109: 3.2% (2)						
Route:Percentage (Recs)			352: 1.3% (1)						
Route:Percentage (Recs)			302: 1.3% (1)						
Route:Percentage (Recs)			400: 1.3% (1)						
Route:Percentage (Recs)			57: 1.3% (1)						
Route:Percentage (Recs)			108: 1.1% (3)						

437	439	441/442	450	451	455	458	500	501	502
14	15	229	140	42	193	25	179	53	92
81.8%	57.0%	39.1%	46.5%	86.5%	60.1%	84.7%	98.3%	92.5%	63.3%
18.2%	0.0%	8.2%	5.7%	4.7%	8.0%	6.7%	0.0%	0.0%	32.4%
0.0%	28.0%	54.6%	46.8%	0.0%	29.1%	0.0%	1.1%	7.5%	7.8%
0.0%	9.3%	1.7%	1.7%	8.8%	2.8%	4.0%	0.0%	0.0%	0.0%
1.2	1.4	1.7	1.6	1.3	1.5	1.2	1	1.1	1.4
5.1	9.4	7.9	7.4	11.8	10.2	6.3	2.8	6.4	10.1
V	IV	II+	III	V+	IV+	V	V+	V+	-V
IV	-I	II	-II	I	II	II	-I	-I	V
-I	II	IV	IV	-I	II+	-I	I	I	I
I	-II	IV	III	I	II	I	-I	-I	I
I	-V	III+	III	V+	V	II	-I	II	V
Lynn Beach	Swampscott	Marblehead	Salem	Beverly	Salem	Salem	Wellesley	Brighton	Watertown
Lynn Unspec.	Lynn Beach	Lynn Beach	West Lynn	Salem	Lynn Beach	Danvers	Financial	Financial	Back Bay
20.5% (2)	12.9% (4)	6.7% (12)	7.1% (10)	72.9% (29)	10.8% (23)	65.4% (16)	15.1% (27)	47.0% (24)	25.7% (24)
Lynn Beach			Salem	Beverly	Salem	Danvers	Newton	Brighton	Newton
Peabody			Salem	Beverly	Lynn Unspec.	Danvers	Financial	Govt. Ctr.	Back Bay
18.1% (2)			5.9% (9)	11.1% (6)	6.3% (14)	16.0% (2)	8.9% (16)	9.8% (5)	18.2% (17)
Lynn Beach				Salem		Peabody	Sudbury	Newton	Watertown
Wyoma				Salem		Danvers	Financial	Financial	Park Square
16.4% (3)				6.7% (2)		8.4% (2)	8.4% (15)	7.8% (4)	7.5% (7)
Lynn Unspec.							Weston	Brighton	Newton
Wyoma							Financial	Beacon Hill	Prudential
11.7% (2)							6.1% (11)	7.8% (4)	7.5% (7)
							Framingham	Brighton	Brighton
							Financial	Waterfront	Back Bay
							6.1% (11)	5.8% (3)	6.4% (6)
							Wayland	Newton	Watertown
							Financial	Waterfront	Prudential
							6.1% (11)	5.8% (3)	6.4% (6)
		455: 3.3% (7)		440: 1.4% (3)					57: 8.5% (8)
									553: 6.4% (6)
									556: 5.3% (5)
									39: 3.2% (3)
									70: 3.2% (3)

	All	504	505	553	554	556	558
Returned Surveys	12,868	157	51	66	63	66	9
Transfers							
No Transfer/Direct Trip	46.6%	87.3%	90.2%	73.9%	57.3%	59.8%	75.3%
MBTA Bus Transfer	17.7%	9.5%	2.0%	25.2%	24.9%	25.4%	24.7%
Rapid Transit Transfer	35.1%	1.9%	7.8%	0.9%	17.8%	9.6%	0.0%
Commuter Rail Transfer	0.9%	0.6%	0.0%	0.0%	0.0%	5.1%	0.0%
Average Trip Elements	1.6	1.1	1.1	1.3	1.5	1.4	1.4
Average Wait Time	7.4	4.9	6.6	8.1	8	5.6	9.6
Quintile Ranking for Access/Egress Information							
No Transfer/Direct Trip		V+	V+	V	IV	IV+	V
MBTA Bus Transfer		II	I	V	-V	V	-V
Rapid Transit Transfer		I	I	I	-II	I	-I
Average Trip Elements		-I	-I	I	II	I	I
Average Wait Time		I	II	IV	-IV	I	V
Frequent O-D Pairs							
Inner Town		Watertown	Newton	Waltham	Newton	Newton	Newton
Outer Town		Financial	Financial	Waltham	Financial	Financial	Newton
Percentage (Records)		36.3% (57)	26.5% (13)	28.8% (22)	13.2% (9)	17.3% (12)	33.3% (3)
Inner Town		Newton	Newton	Newton	Waltham	Waltham	Newton
Outer Town		Financial	Govt. Ctr.	Financial	Newton	Waltham	Waltham
Percentage (Records)		16.0% (25)	14.2% (7)	20.3% (9)	10.3% (6)	9.8% (7)	17.2% (2)
Inner Town		Watertown	Waltham	Waltham	Waltham	Newton	
Outer Town		Govt. Ctr.	Financial	Newton	Waltham	Beacon Hill	
Percentage (Records)		7.6% (12)	8.1% (4)	16.7% (12)	8.2% (4)	8.5% (5)	
Inner Town		Watertown		Newton	Belmont	Newton	
Outer Town		Waterfront		Fenway-Long	Newton	Waterfront	
Percentage (Records)		5.7% (9)		5.9% (2)	6.7% (4)	8.1% (6)	
Inner Town		Newton			Belmont	Waltham	
Outer Town		Govt. Ctr.			Waltham	Financial	
Percentage (Records)		5.1% (8)			5.3% (3)	6.2% (3)	
Inner Town							
Outer Town							
Percentage (Records)							
Frequent Bus Route Transfers							
Route:Percentage (Recs)		70: 5.0% (8)		57: 8.6% (5)	73: 9.3% (7)	57: 9.8% (7)	
Route:Percentage (Recs)		52: 1.9% (3)		502: 6.8% (3)	57: 7.4% (5)	70: 5.1% (3)	
Route:Percentage (Recs)				65: 2.9% (1)		502: 5.1% (3)	
Route:Percentage (Recs)				70: 2.6% (3)		504: 3.5% (4)	
Route:Percentage (Recs)							
Route:Percentage (Recs)							
Route:Percentage (Recs)							

Route	Ridership		Surveys		Exp.	Pct.	Matched Pairs		
	Exact	Round	Num	Period	Fact.	Riders	Num	Surv	Riders
CT1	2,297	2,300	109	1,562	14.3	5%	90	83%	3.9%
CT2	927	925	138	583	4.2	15%	96	70%	10.4%
CT3	1,082	1,075	78	745	9.6	7%	63	81%	5.9%
1	13,177	13,175	206	8,590	41.7	2%	158	77%	1.2%
3	195	200	19	158	8.3	10%	8	42%	4.0%
5	168	175	9	104	11.6	5%	6	67%	3.4%
6	495	500	28	308	11.0	6%	14	50%	2.8%
7	1,895	1,900	172	1,105	6.4	9%	120	70%	6.3%
8	5,766	5,775	130	2,092	16.1	2%	100	77%	1.7%
9	4,505	4,500	99	2,631	26.6	2%	74	75%	1.6%
10	3,093	3,100	122	1,949	16.0	4%	68	56%	2.2%
11	3,984	3,975	76	2,121	27.9	2%	44	58%	1.1%
14	619	625	33	317	9.6	5%	8	24%	1.3%
15	6,160	6,150	56	3,267	58.3	1%	36	64%	0.6%
16	4,850	4,850	64	2,910	45.5	1%	29	45%	0.6%
17	3,913	3,925	70	1,878	26.8	2%	41	59%	1.0%
18	780	775	22	283	12.9	3%	16	73%	2.1%
19	1,775	1,775	37	890	24.1	2%	11	30%	0.6%
20	1,457	1,450	46	971	21.1	3%	28	61%	1.9%
21	3,915	3,925	60	1,681	28.0	2%	39	65%	1.0%
22	7,802	7,800	76	3,499	46.0	1%	23	30%	0.3%
23	11,512	11,500	74	5,459	73.8	1%	42	57%	0.4%
24	1,801	1,800	17	417	24.5	1%	9	53%	0.5%
26	2,514	2,525	21	489	23.3	1%	11	52%	0.4%
27	601	600	19	179	9.4	3%	15	79%	2.5%
28	10,939	10,950	126	4,671	37.1	1%	27	21%	0.2%
29	2,269	2,275	41	700	17.1	2%	30	73%	1.3%
30	2,161	2,150	41	626	15.3	2%	28	68%	1.3%
31	4,891	4,900	71	2,578	36.3	1%	38	54%	0.8%
32	8,198	8,200	82	4,446	54.2	1%	36	44%	0.4%
33	538	550	21	302	14.4	4%	9	43%	1.6%
34	6,138	6,150	86	1,339	15.6	1%	37	43%	0.6%
34E		0	102	1,902	18.6		28	27%	
35	2,255	2,250	62	1,298	20.9	3%	38	61%	1.7%
36	2,904	2,900	58	1,189	20.5	2%	36	62%	1.2%
37	1,453	1,450	63	762	12.1	4%	49	78%	3.4%
38	888	900	76	461	6.1	9%	37	49%	4.1%
39	19,057	19,050	323	13,956	43.2	2%	230	71%	1.2%
40	1,036	1,025	36	570	15.8	3%	11	31%	1.1%
41	973	975	31	408	13.2	3%	18	58%	1.8%
42	3,415	3,425	53	1,789	33.8	2%	35	66%	1.0%
43	4,302	4,300	154	2,481	16.1	4%	72	47%	1.7%
44	3,409	3,400	45	1,522	33.8	1%	32	71%	0.9%
45	3,707	3,700	40	1,791	44.8	1%	16	40%	0.4%

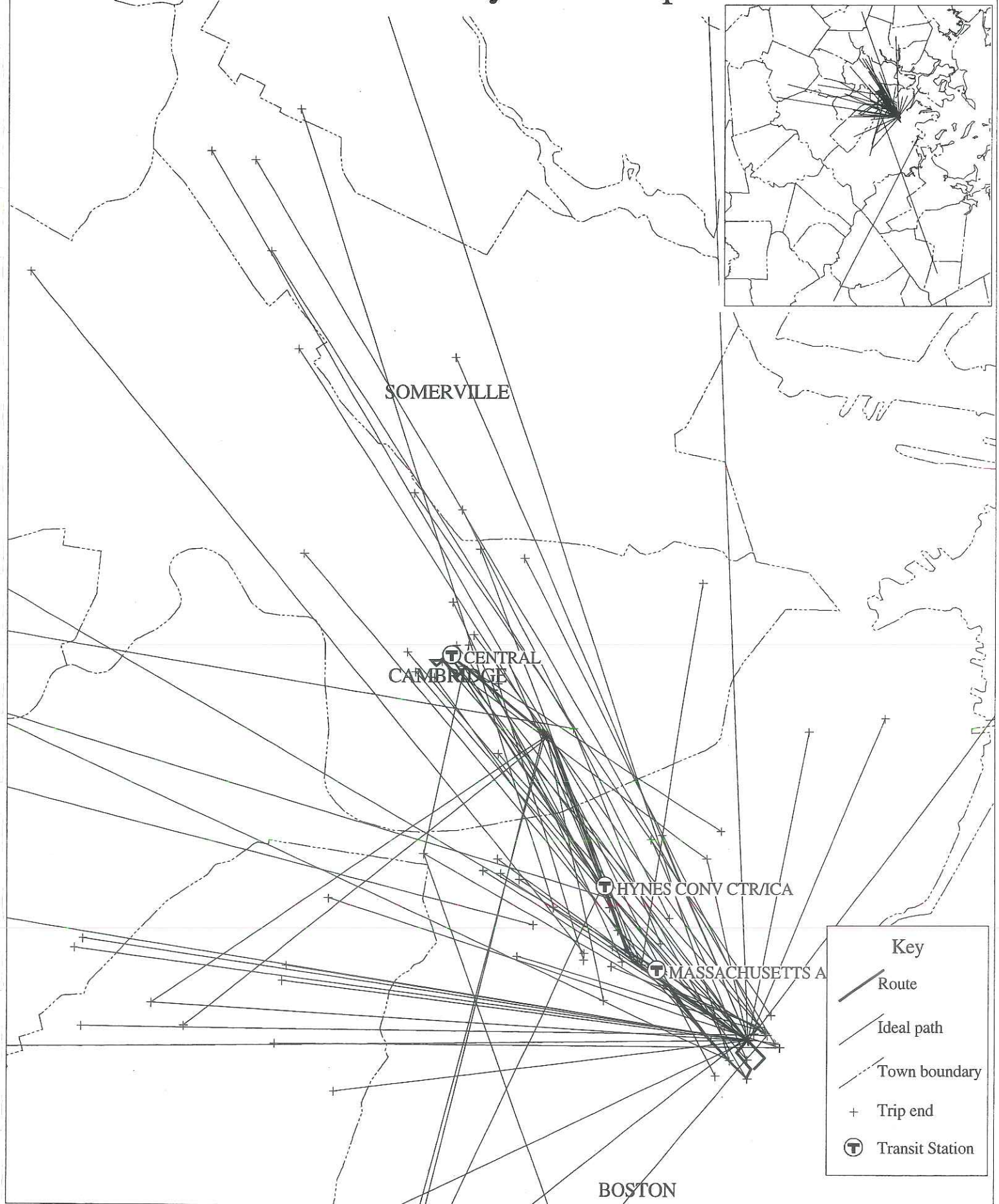
Route	Ridership		Surveys		Exp.	Pct.	Matched Pairs		
	Exact	Round	Num	Period	Fact.	Riders	Num	Surv	Riders
46	623	625	21	251	12.0	3%	7	33%	1.1%
47	3,373	3,375	101	2,312	22.9	3%	91	90%	2.7%
48	317	325	13	232	17.8	4%	7	54%	2.2%
49	8,088	8,100	82	4,089	49.9	1%	36	44%	0.4%
50	1,108	1,100	62	696	11.2	6%	40	65%	3.6%
51	1,931	1,925	135	1,324	9.8	7%	89	66%	4.6%
52	1,042	1,050	98	735	7.5	9%	40	41%	3.8%
55	999	1,000	107	535	5.0	11%	97	91%	9.7%
57	10,249	10,250	154	5,838	37.9	2%	132	86%	1.3%
59	1,526	1,525	139	1,150	8.3	9%	77	55%	5.0%
60	1,882	1,875	58	912	15.7	3%	45	78%	2.4%
62	1,237	1,225	168	714	4.3	14%	82	49%	6.7%
64	1,662	1,650	120	885	7.4	7%	88	73%	5.3%
65	1,602	1,600	215	1,183	5.5	13%	171	80%	10.7%
66	12,053	12,050	213	8,298	39.0	2%	185	87%	1.5%
67	548	550	93	331	3.6	17%	41	44%	7.5%
69	3,783	3,775	72	2,588	35.9	2%	37	51%	1.0%
70	6,517	6,525	123	2,309	18.8	2%	85	69%	1.3%
70A		0	59	669	11.3		39	66%	
71	5,469	5,475	267	3,441	12.9	5%	157	59%	2.9%
72	1,292	1,300	75	759	10.1	6%	35	47%	2.7%
73	7,592	7,600	219	3,643	16.6	3%	108	49%	1.4%
74	1,845	1,850	204	1,128	5.5	11%	113	55%	6.1%
76	917	925	145	580	4.0	16%	62	43%	6.7%
77	7,129	7,125	315	5,457	17.3	4%	195	62%	2.7%
78	1,741	1,750	156	882	5.7	9%	92	59%	5.3%
79	1,603	1,600	129	722	5.6	8%	86	67%	5.4%
80	2,092	2,100	124	1,176	9.5	6%	87	70%	4.1%
83	2,667	2,675	61	1,096	18.0	2%	43	70%	1.6%
84	225	225	47	110	2.3	21%	25	53%	11.1%
85	527	525	98	334	3.4	19%	69	70%	13.1%
86	4,239	4,250	114	2,434	21.4	3%	77	68%	1.8%
87	3,357	3,350	89	1,381	15.5	3%	52	58%	1.6%
88	4,326	4,325	98	2,064	21.1	2%	44	45%	1.0%
89	3,350	3,350	49	1,312	26.8	1%	19	39%	0.6%
90	1,367	1,375	70	668	9.5	5%	47	67%	3.4%
91	1,862	1,850	91	1,049	11.5	5%	68	75%	3.7%
92	1,873	1,875	156	1,025	6.6	8%	99	63%	5.3%
93	4,843	4,850	136	2,400	17.6	3%	82	60%	1.7%
94	1,524	1,525	88	764	8.7	6%	69	78%	4.5%
95	1,775	1,775	78	971	12.4	4%	43	55%	2.4%
96	1,574	1,575	145	785	5.4	9%	88	61%	5.6%
97	453	450	25	275	11.0	6%	14	56%	3.1%
99	1,952	1,950	92	1,091	11.9	5%	62	67%	3.2%

Route	Ridership		Surveys		Exp.	Pct.	Matched Pairs		
	Exact	Round	Num	Period	Fact.	Riders	Num	Surv	Riders
100	1,025	1,025	94	599	6.4	9%	66	70%	6.4%
101	4,211	4,200	126	2,228	17.7	3%	77	61%	1.8%
104	3,222	3,225	118	1,539	13.0	4%	93	79%	2.9%
105	987	975	32	656	20.5	3%	22	69%	2.3%
106	2,178	2,175	89	1,313	14.8	4%	76	85%	3.5%
108	2,655	2,650	45	1,370	30.4	2%	31	69%	1.2%
109	2,765	2,775	87	1,851	21.3	3%	63	72%	2.3%
110	2,551	2,550	32	586	18.3	1%	22	69%	0.9%
111	7,355	7,350	95	3,821	40.2	1%	70	74%	1.0%
112	2,068	2,075	70	1,490	21.3	3%	61	87%	2.9%
116	4,406	4,400	46	1,764	38.3	1%	18	39%	0.4%
117	3,853	3,850	54	2,235	41.4	1%	20	37%	0.5%
119	1,120	1,125	48	648	13.5	4%	0	0%	0.0%
120	3,447	3,450	54	1,755	32.5	2%	36	67%	1.0%
121	405	400	33	203	6.2	8%	24	73%	6.0%
130	226	225	14	121	8.6	6%	12	86%	5.3%
131	516	525	58	219	3.8	11%	55	95%	10.5%
132	420	425	37	294	7.9	9%	34	92%	8.0%
134	1,865	1,875	86	857	10.0	5%	71	83%	3.8%
136	1,001	1,000	99	545	5.5	10%	90	91%	9.0%
137	968	975	59	440	7.5	6%	53	90%	5.4%
210	881	875	45	574	12.8	5%	36	80%	4.1%
211	750	750	53	593	11.2	7%	51	96%	6.8%
212	238	250	21	140	6.7	9%	20	95%	8.0%
214	1,175	1,175	55	558	10.1	5%	51	93%	4.3%
215	1,553	1,550	59	813	13.8	4%	51	86%	3.3%
216	1,322	1,325	58	560	9.7	4%	55	95%	4.2%
217	352	350	26	210	8.1	7%	25	96%	7.1%
220	1,674	1,675	119	1,015	8.5	7%	98	82%	5.9%
221	153	150	14	86	6.1	9%	12	86%	8.0%
222	1,617	1,625	93	1,000	10.8	6%	90	97%	5.5%
225	2,275	2,275	171	1,264	7.4	8%	156	91%	6.9%
230	1,086	1,075	104	706	6.8	10%	85	82%	7.9%
236	607	600	27	420	15.6	4%	20	74%	3.3%
238	1,921	1,925	40	703	17.6	2%	29	73%	1.5%
240	2,393	2,400	62	1,496	24.1	3%	52	84%	2.2%
245	653	650	53	448	8.5	8%	37	70%	5.7%
325	529	525	64	256	4.0	12%	51	80%	9.7%
326	628	625	74	252	3.4	12%	51	69%	8.2%
350	1,318	1,325	137	758	5.5	10%	56	41%	4.2%
352	494	500	70	457	6.5	14%	32	46%	6.4%
353	346	350	19	76	4.0	5%	15	79%	4.3%
354	529	525	36	357	9.9	7%	18	50%	3.4%
411	853	850	22	303	13.8	3%	0	0%	0.0%

Route	Ridership		Surveys		Exp.	Pct.	Matched Pairs		
	Exact	Round	Num	Period	Fact.	Riders	Num	Surv	Riders
426	2,147	2,150	138	1,353	9.8	6%	90	65%	4.2%
429	894	900	25	682	27.3	3%	17	68%	1.9%
430	908	900	14	239	17.1	2%	0	0%	0.0%
433	105	100	5	74	14.8	5%	5	100%	5.0%
435	470	475	63	303	4.8	13%	37	59%	7.8%
436	479	475	35	288	8.2	7%	0	0%	0.0%
437	298	300	14	171	12.2	5%	0	0%	0.0%
439	102	100	15	53	3.5	15%	8	53%	8.0%
441/442	2,881	2,875	229	1,811	7.9	8%	130	57%	4.5%
450	1,627	1,625	140	819	5.9	9%	82	59%	5.0%
451	285	275	42	254	6.0	15%	0	0%	0.0%
455	3,243	3,250	193	1,199	6.2	6%	100	52%	3.1%
458/468	314	325	25	222	8.9	8%	14	56%	4.3%
500	871	875	179	370	2.1	21%	52	29%	5.9%
501	2,241	2,250	53	702	13.2	2%	39	74%	1.7%
502	1,096	1,100	92	328	3.6	8%	78	85%	7.1%
504	2,183	2,175	157	1,107	7.1	7%	111	71%	5.1%
505	1,574	1,575	51	454	8.9	3%	30	59%	1.9%
553	946	950	66	648	9.8	7%	50	76%	5.3%
554	633	625	63	480	7.6	10%	48	76%	7.7%
556	608	600	66	483	7.3	11%	45	68%	7.5%
558	393	400	9	78	8.7	2%	2	22%	0.5%
CT1	2,297	2,300	109	1,562	14.3	5%	90	83%	3.9%
CT2	927	925	138	583	4.2	15%	96	70%	10.4%
CT3	1,082	1,075	78	745	9.6	7%	63	81%	5.9%
All	382,839	382,925	12,868	207,274	16.1	3%	8,204	64%	2.1%

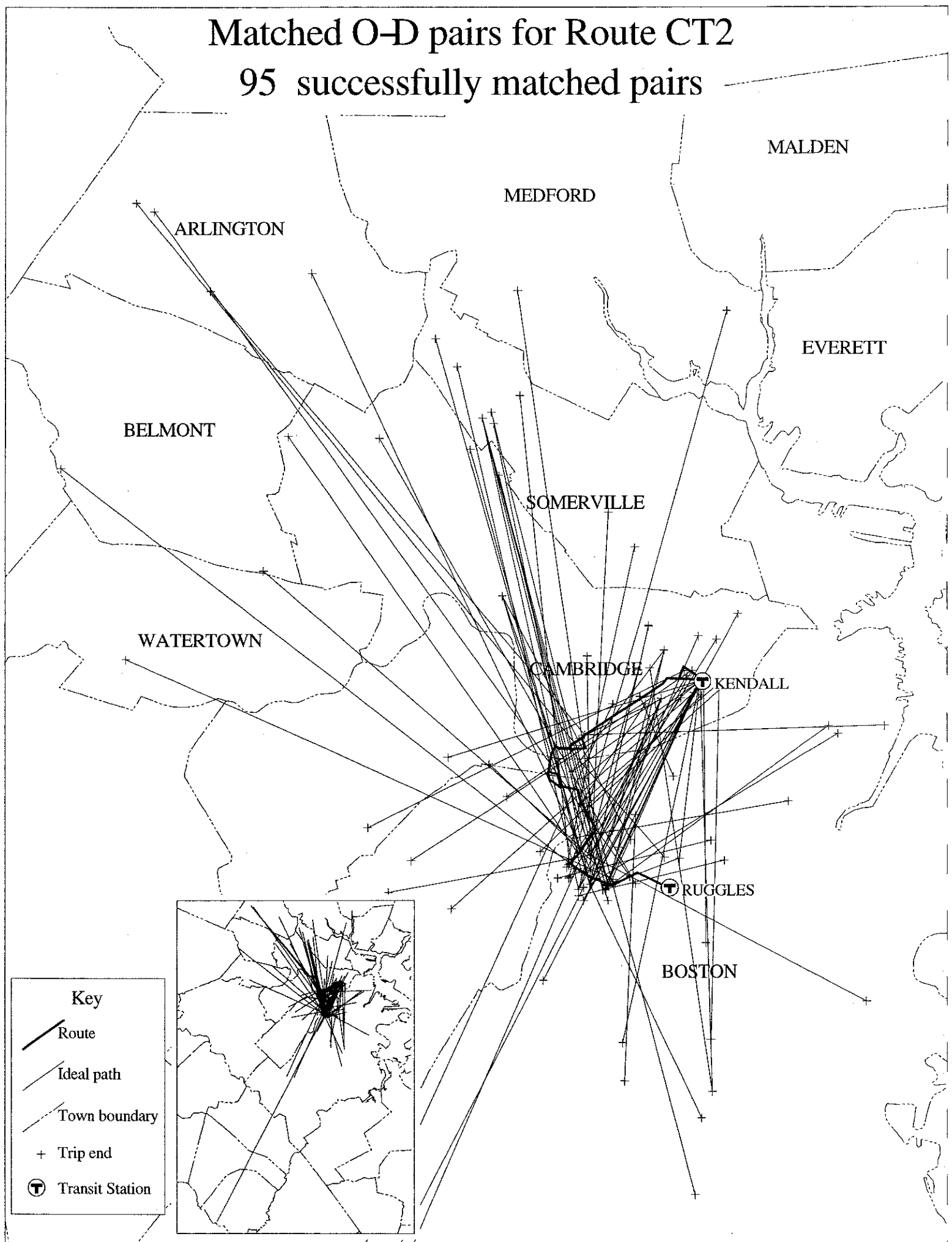
Matched O-D pairs for Route CT1

90 successfully matched pairs



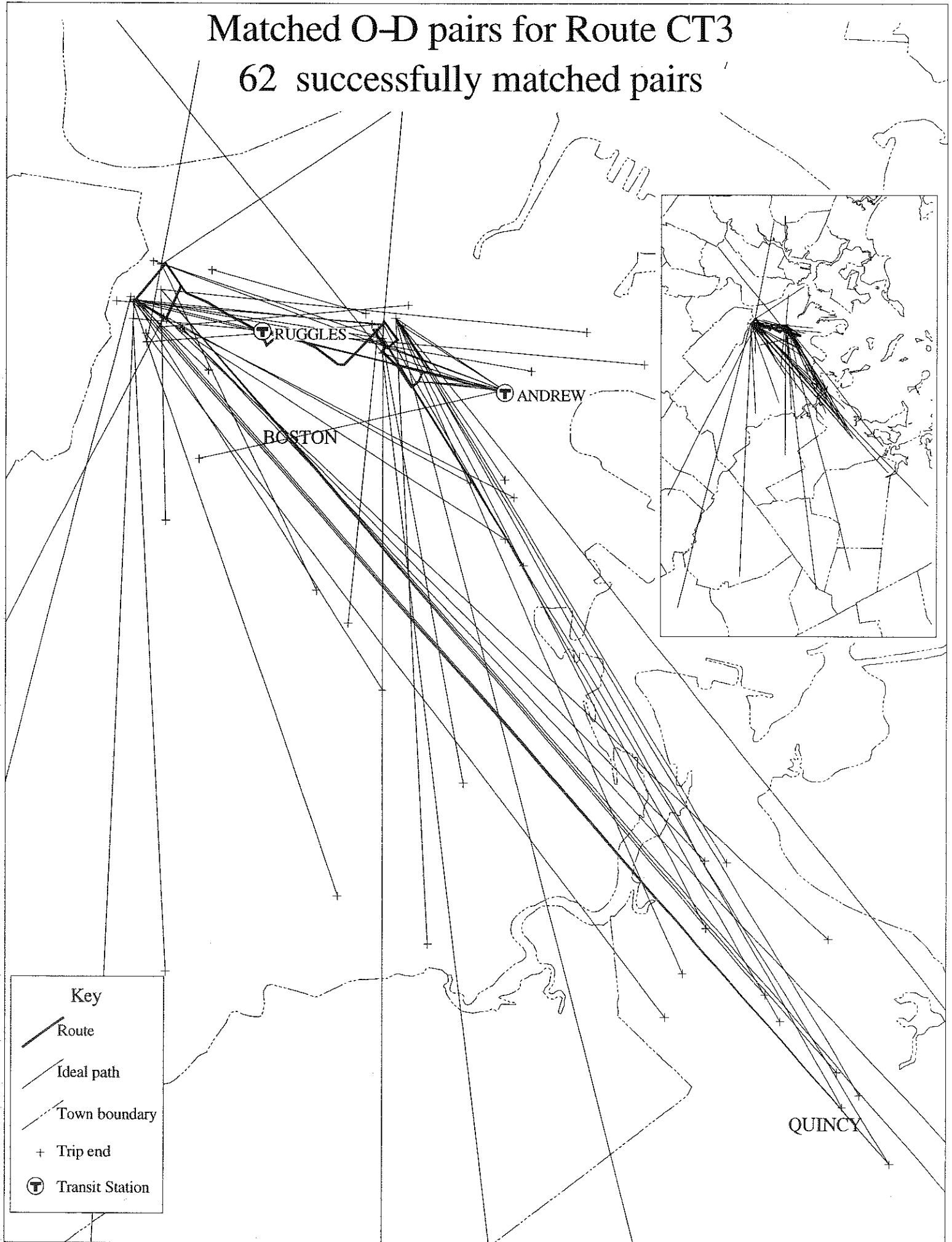
Matched O-D pairs for Route CT2

95 successfully matched pairs



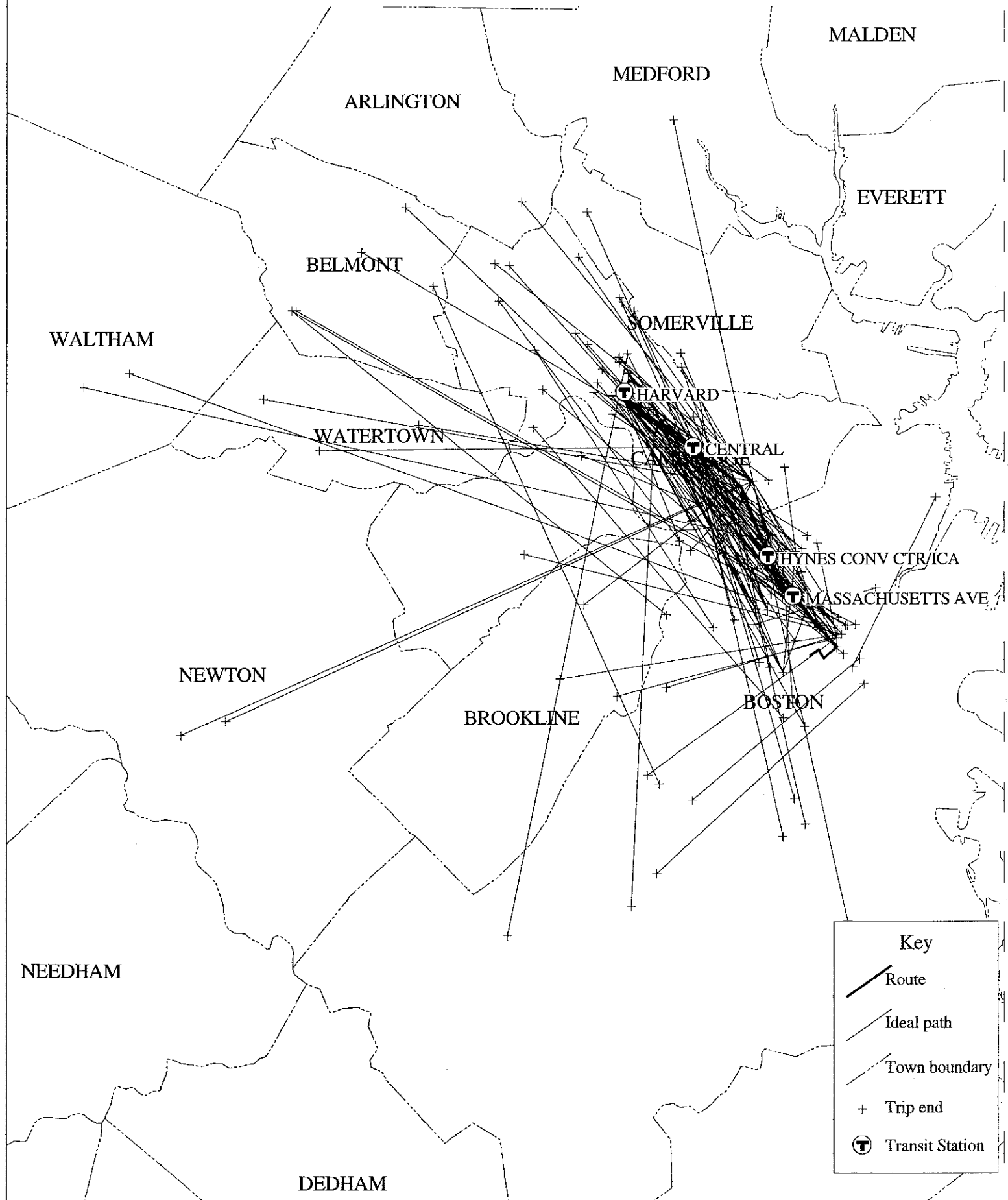
Matched O-D pairs for Route CT3

62 successfully matched pairs



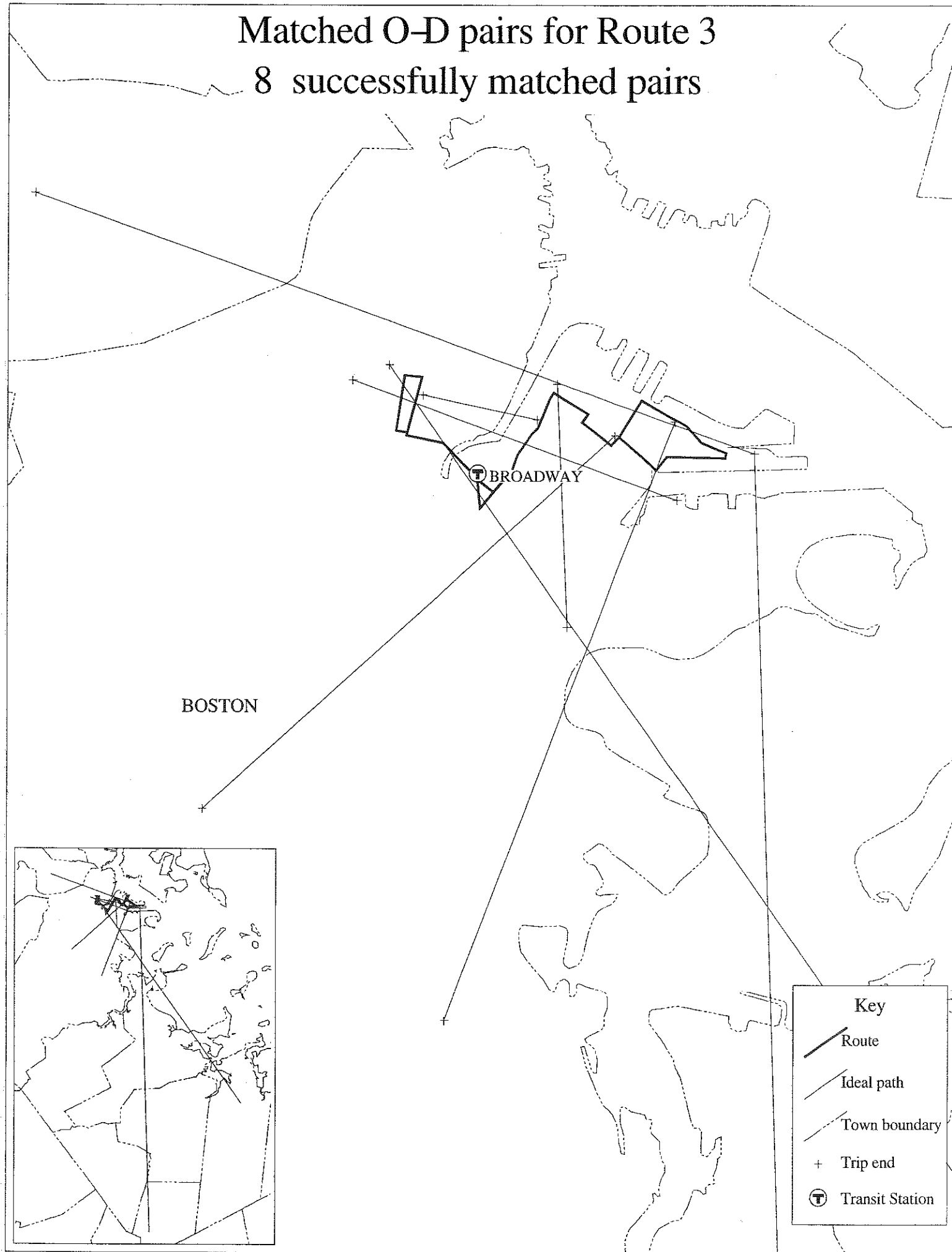
Matched O-D pairs for Route 1

158 successfully matched pairs



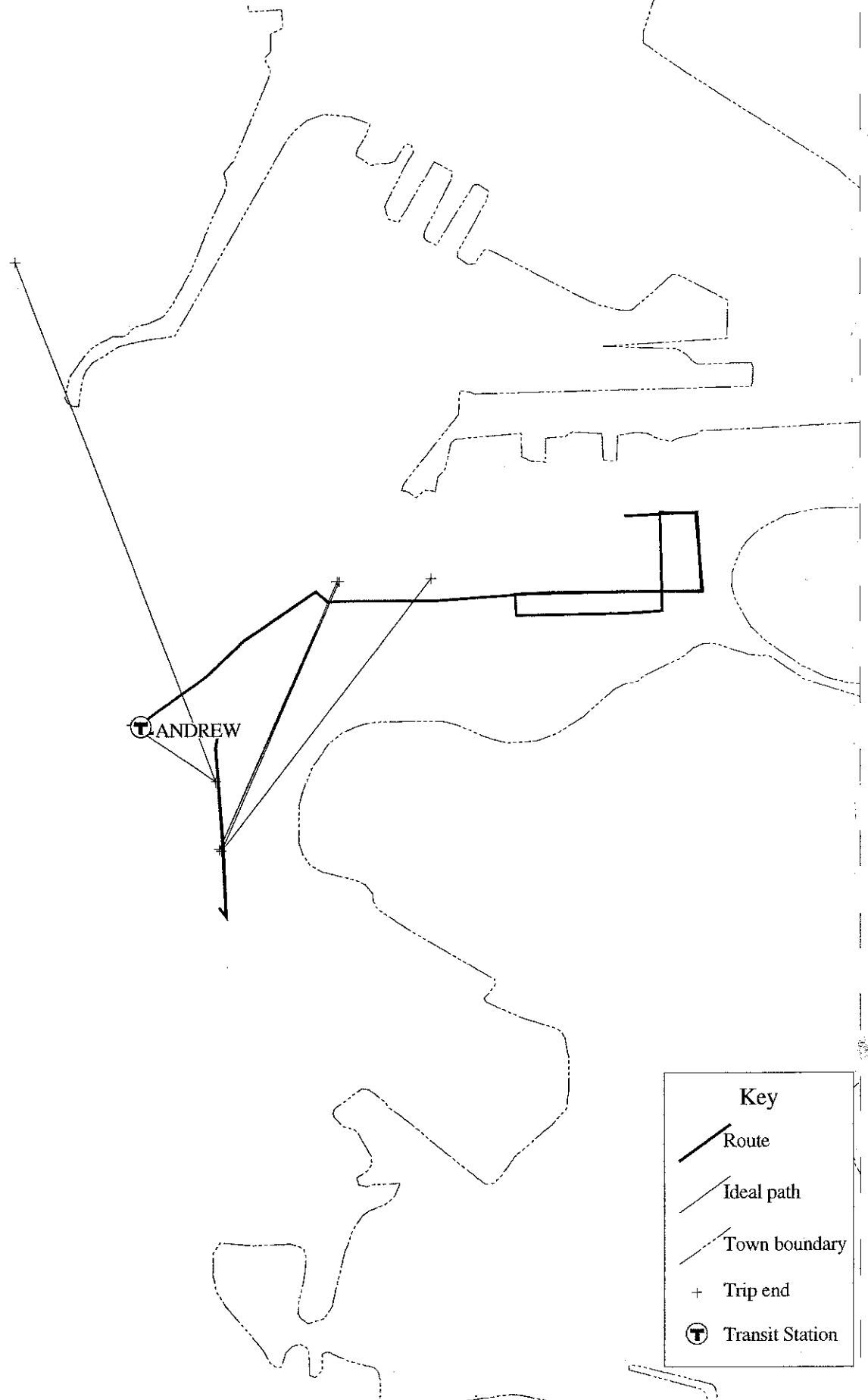
Matched O-D pairs for Route 3

8 successfully matched pairs



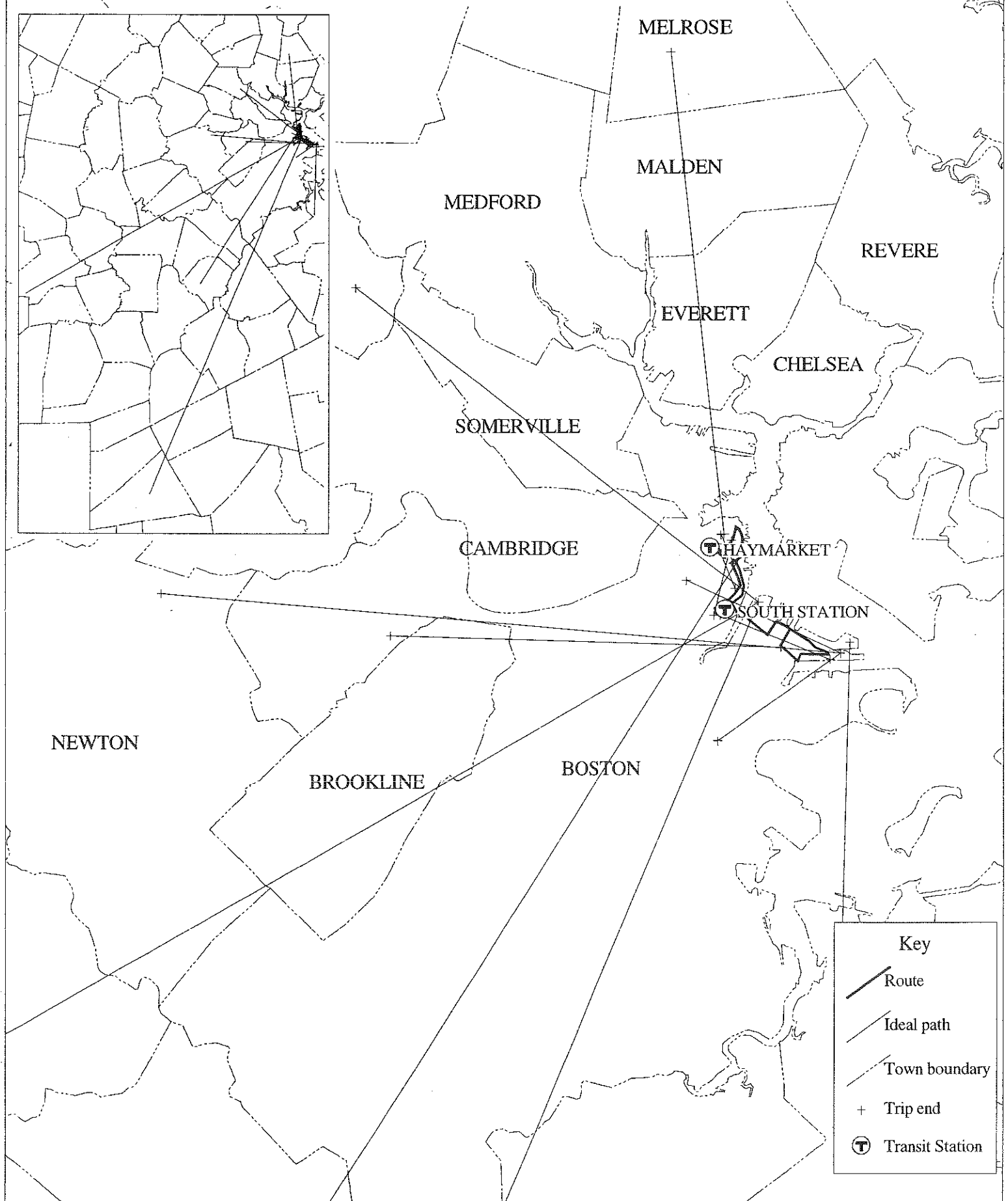
Matched O-D pairs for Route 5

6 successfully matched pairs



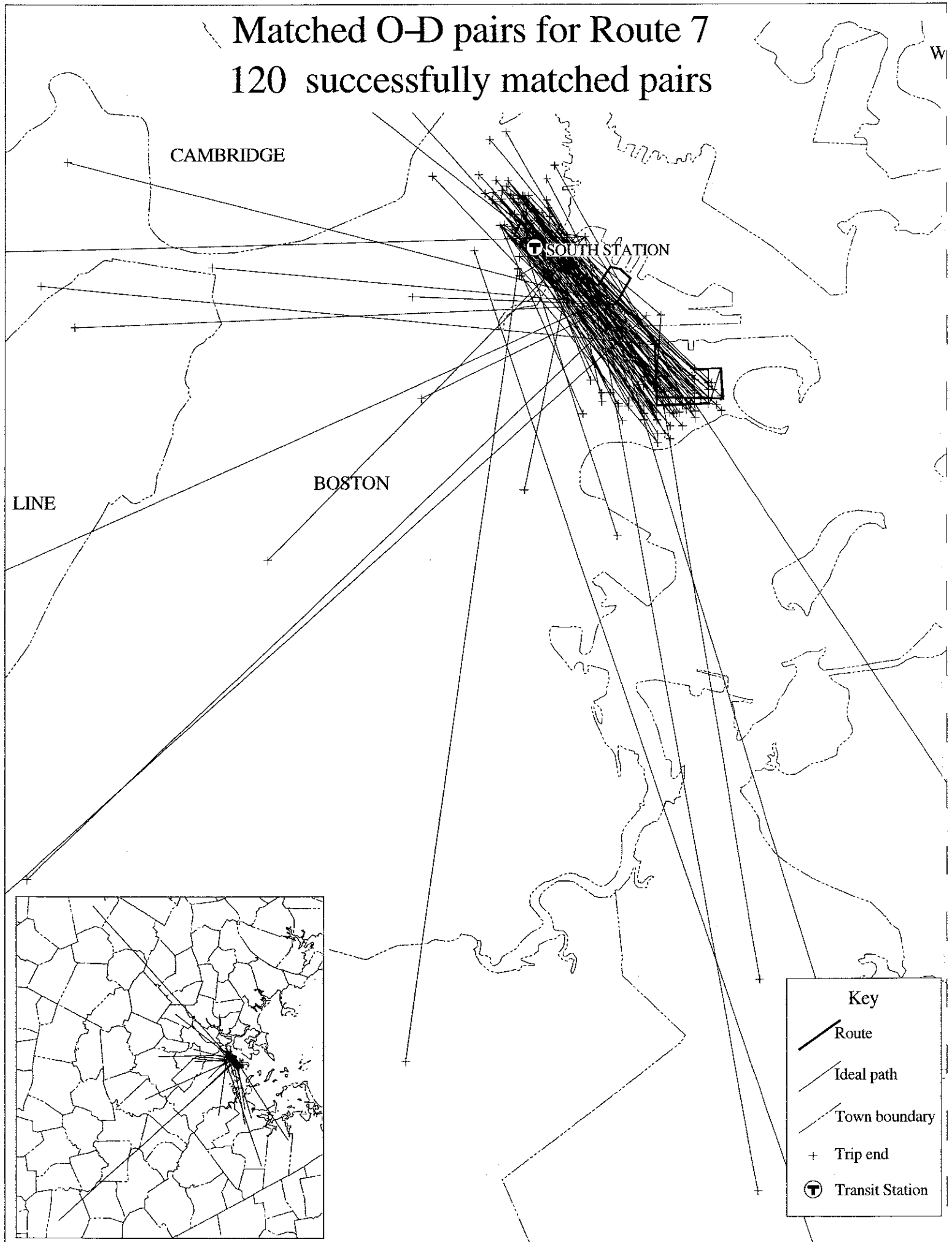
Matched O-D pairs for Route 6

14 successfully matched pairs



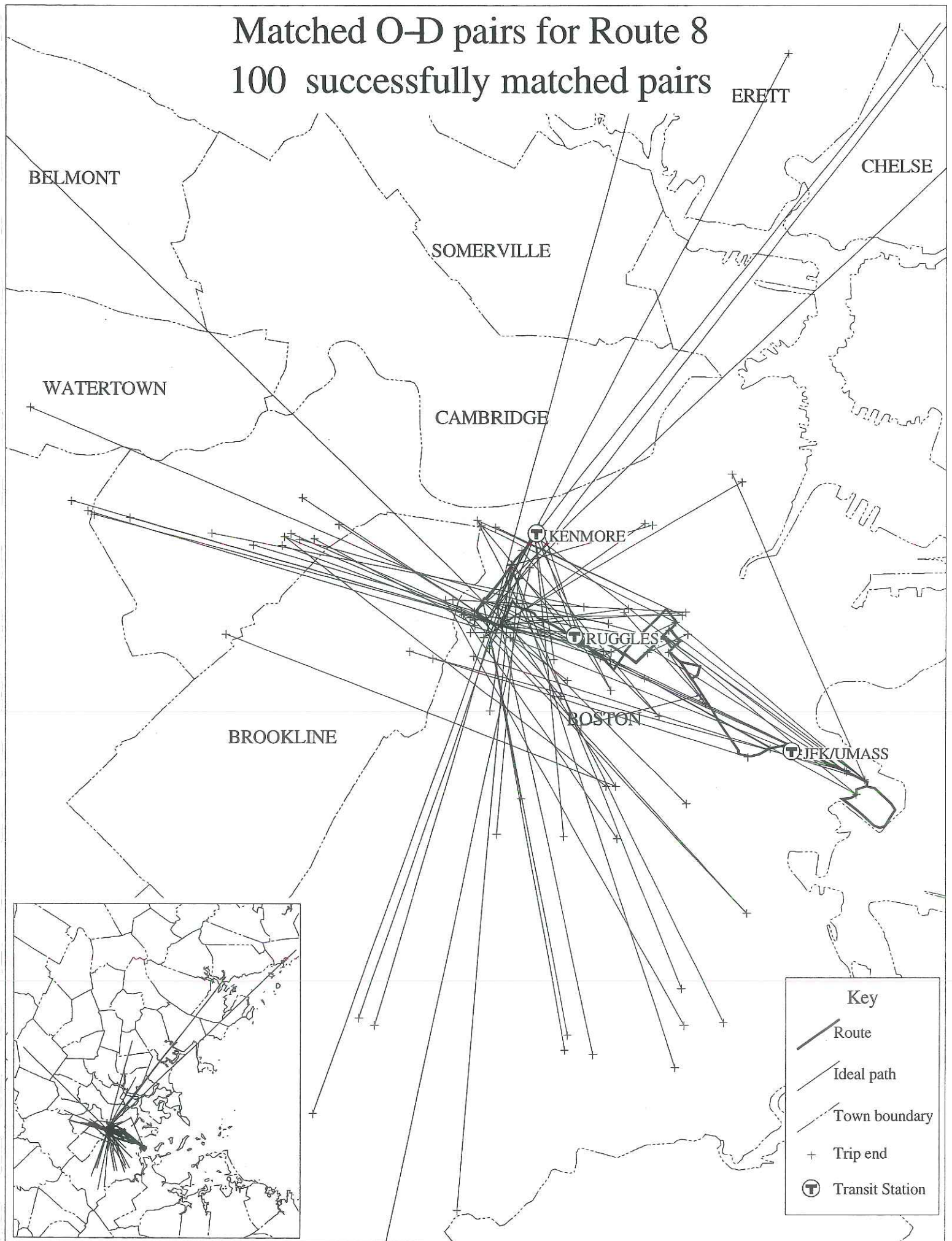
Matched O-D pairs for Route 7

120 successfully matched pairs



Matched O-D pairs for Route 8

100 successfully matched pairs



Matched O-D pairs for Route 9

SOMERVILLE

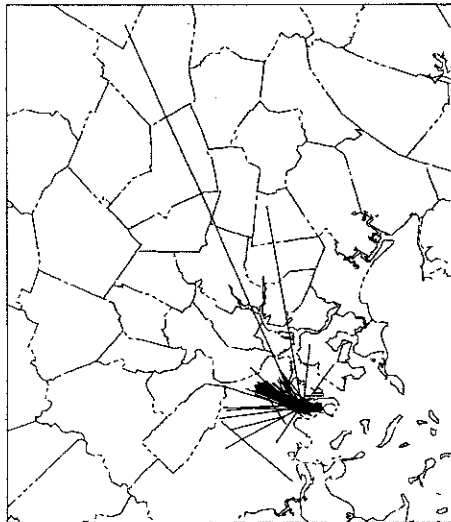
73 successfully matched pairs

CAMBRIDGE

COPLEY

BROADWAY

BOSTON



Key

Route

Ideal path

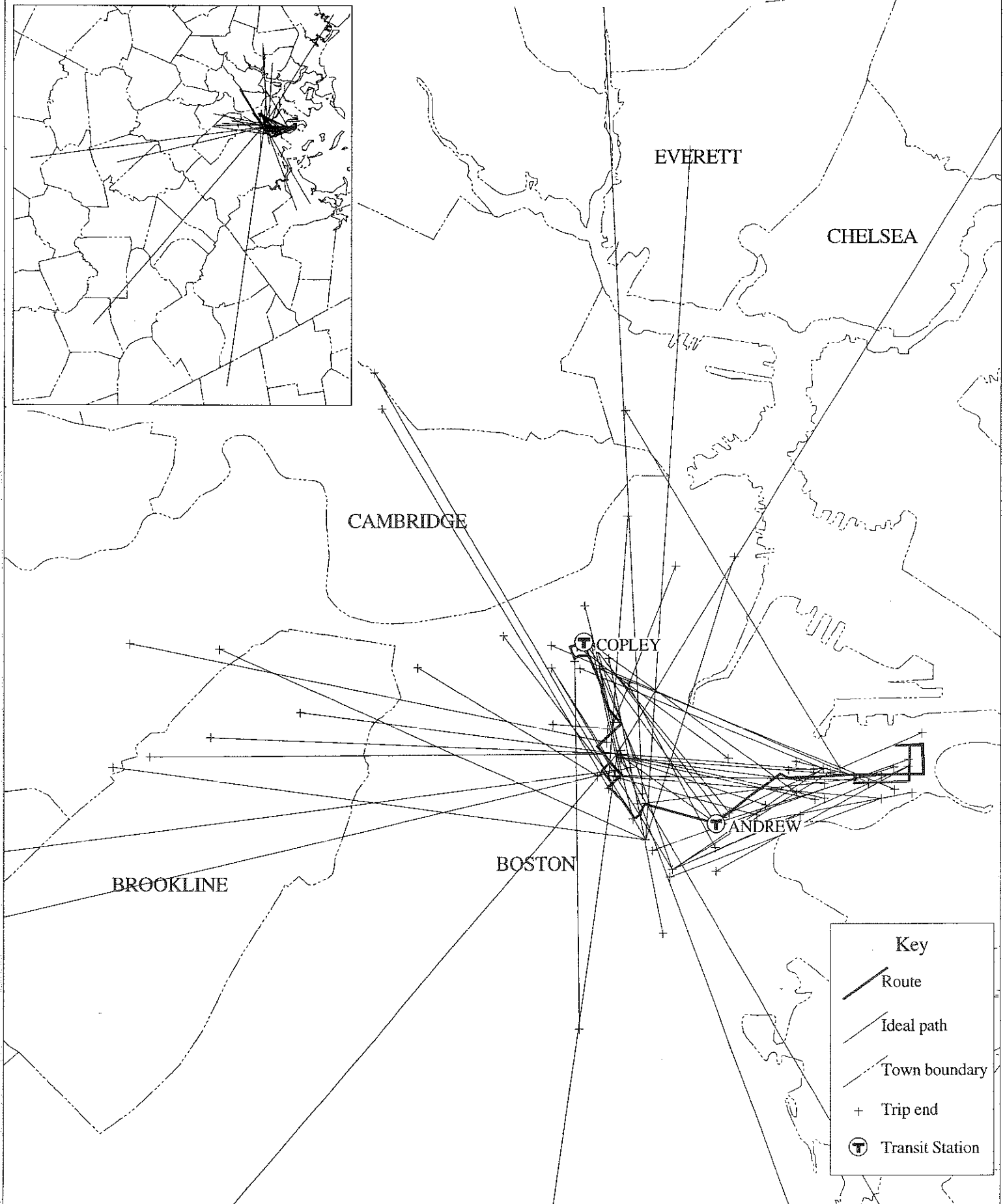
Town boundary

+ Trip end

T Transit Station

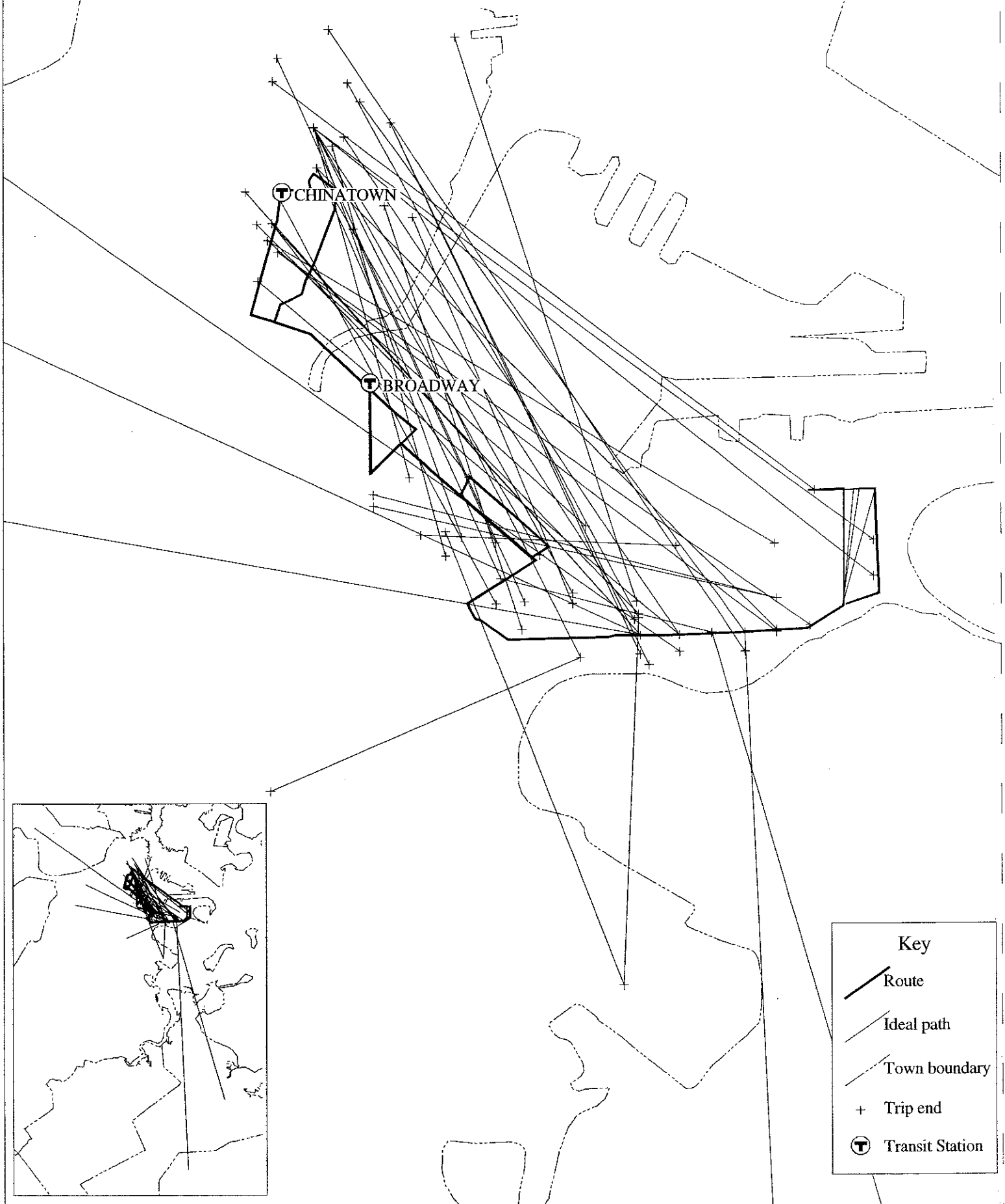
Matched O-D pairs for Route 10

68 successfully matched pairs



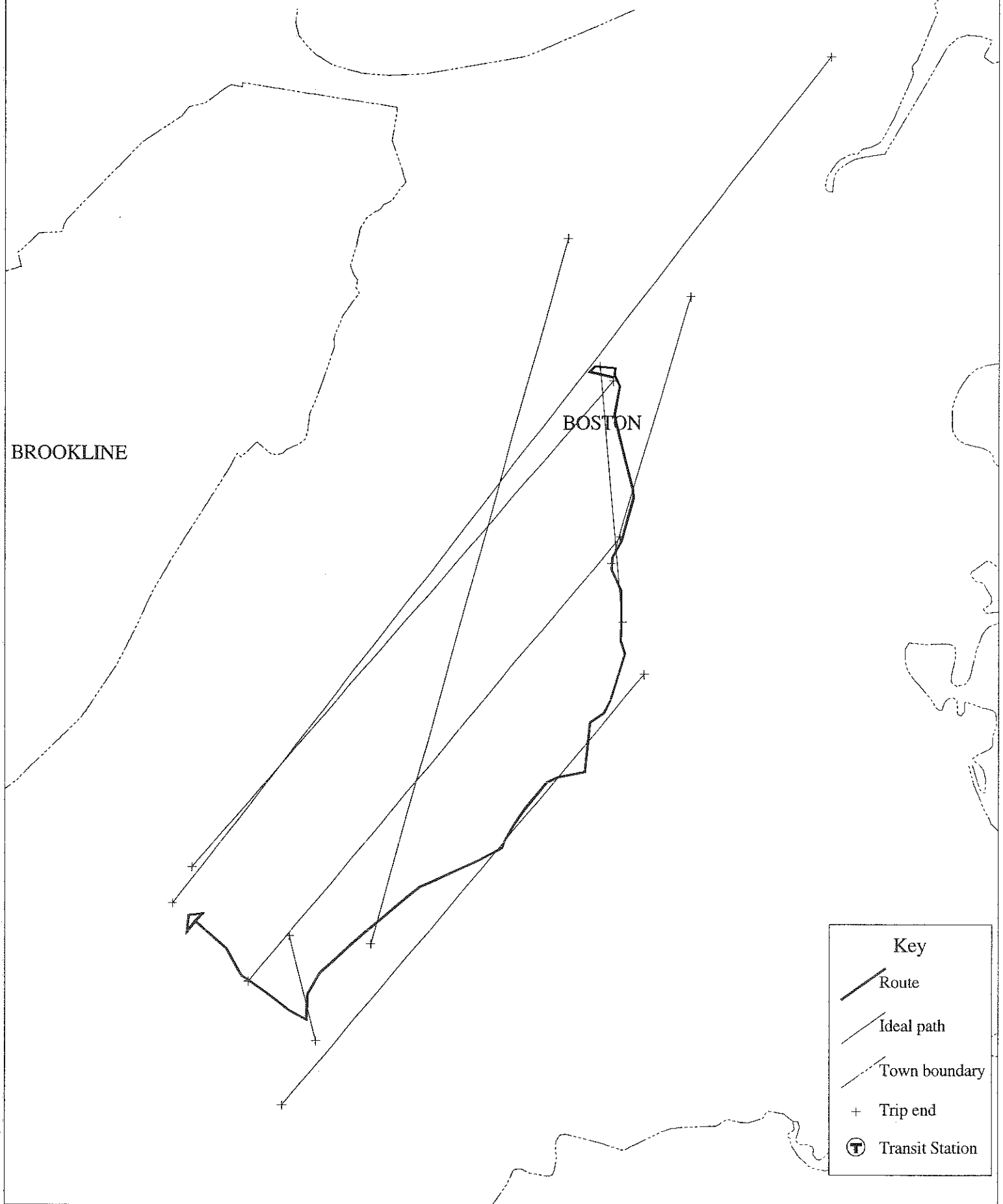
Matched O-D pairs for Route 11

45 successfully matched pairs



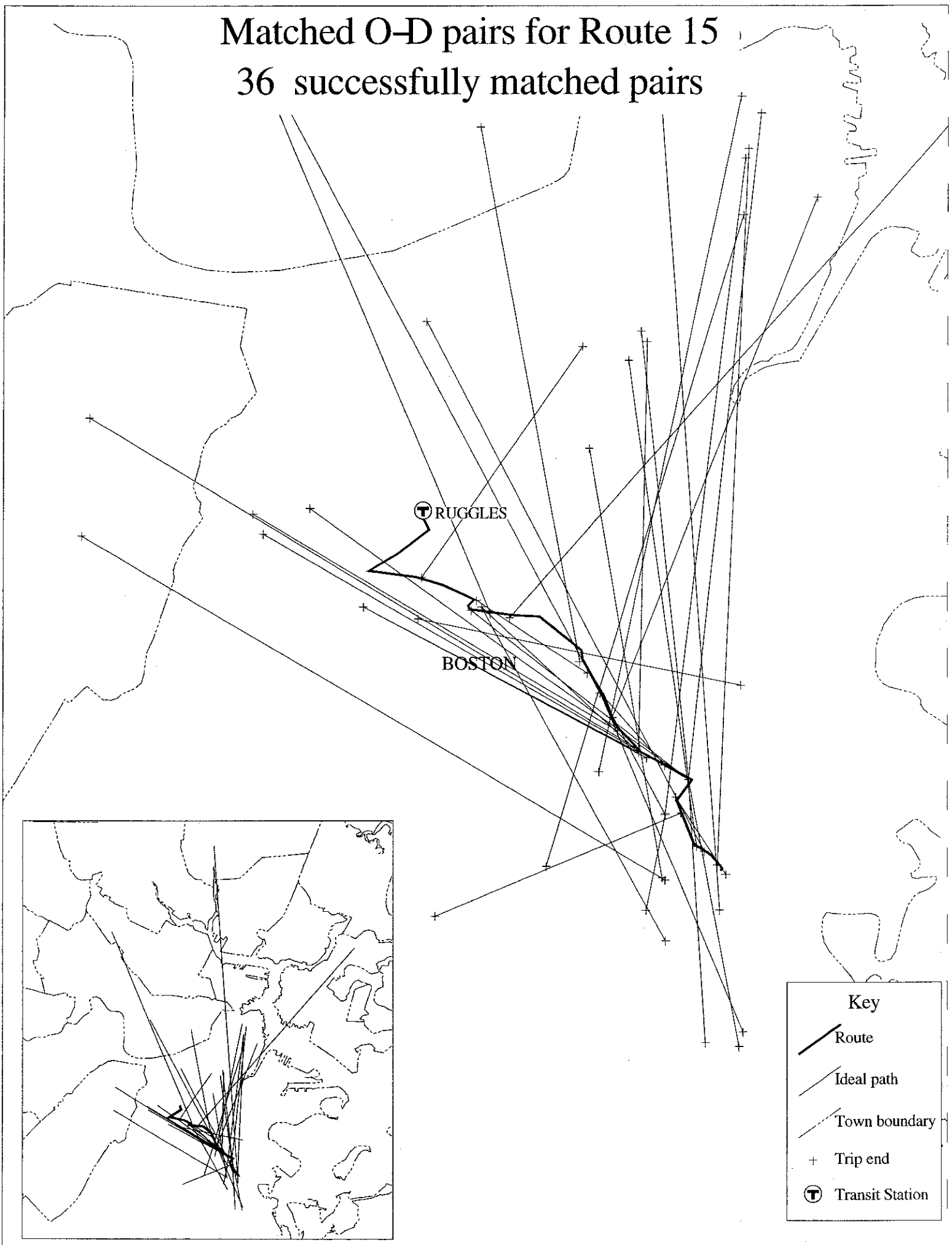
Matched O-D pairs for Route 14

8 successfully matched pairs



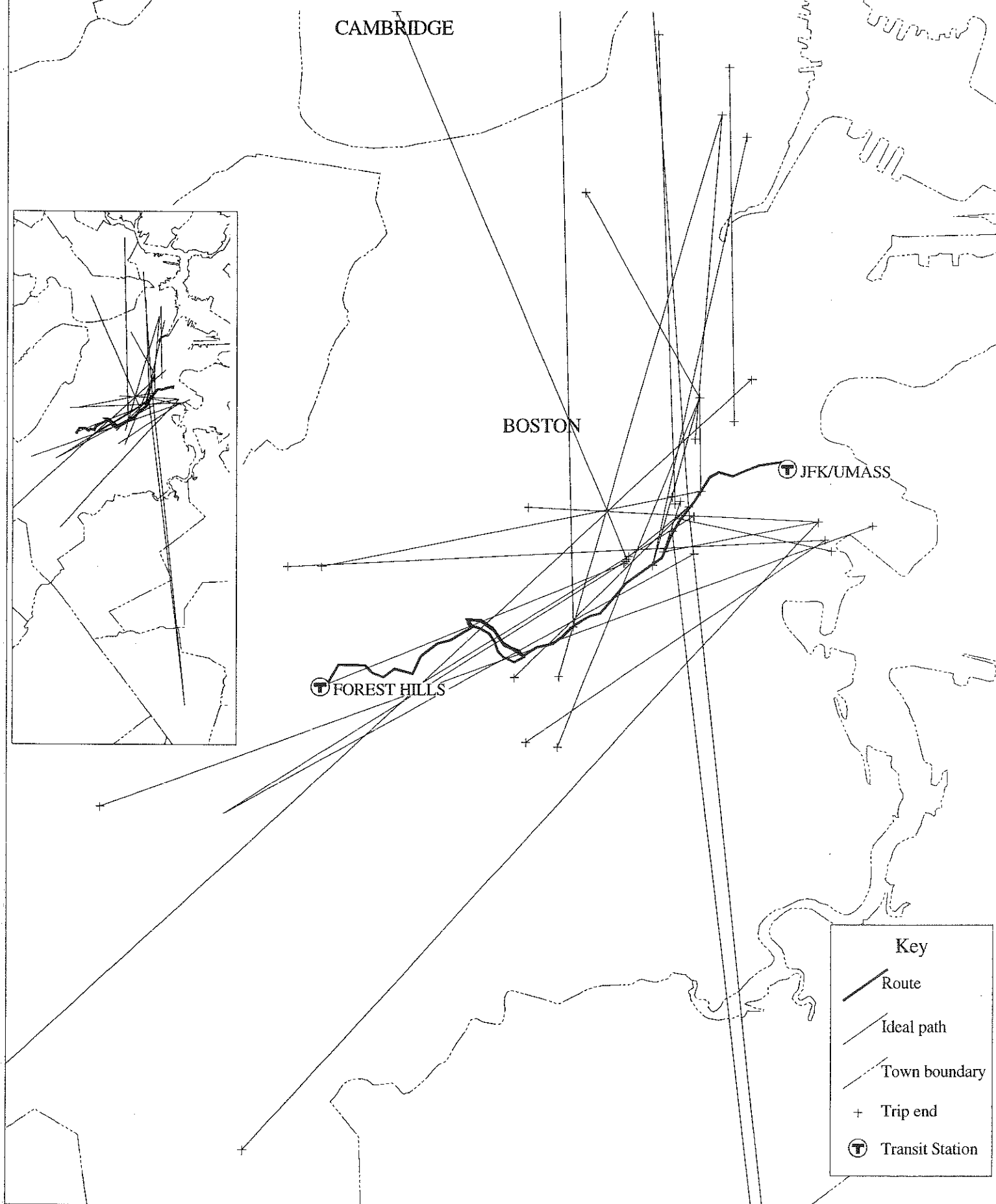
Matched O-D pairs for Route 15

36 successfully matched pairs



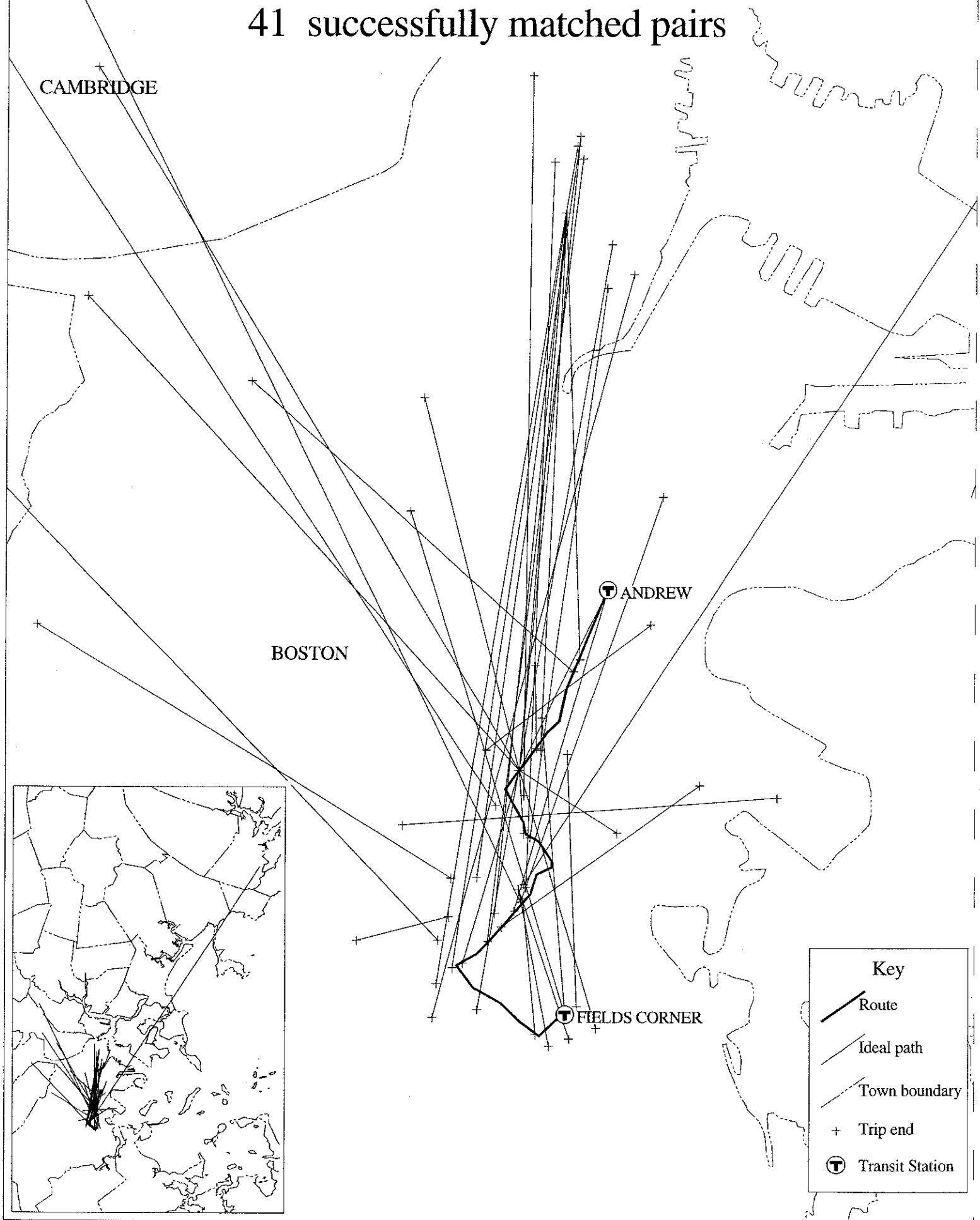
Matched O-D pairs for Route 16

32 successfully matched pairs



Matched O-D pairs for Route 17

41 successfully matched pairs



Matched O-D pairs for Route 18

CAMBRIDGE

16 successfully matched pairs

BOSTON

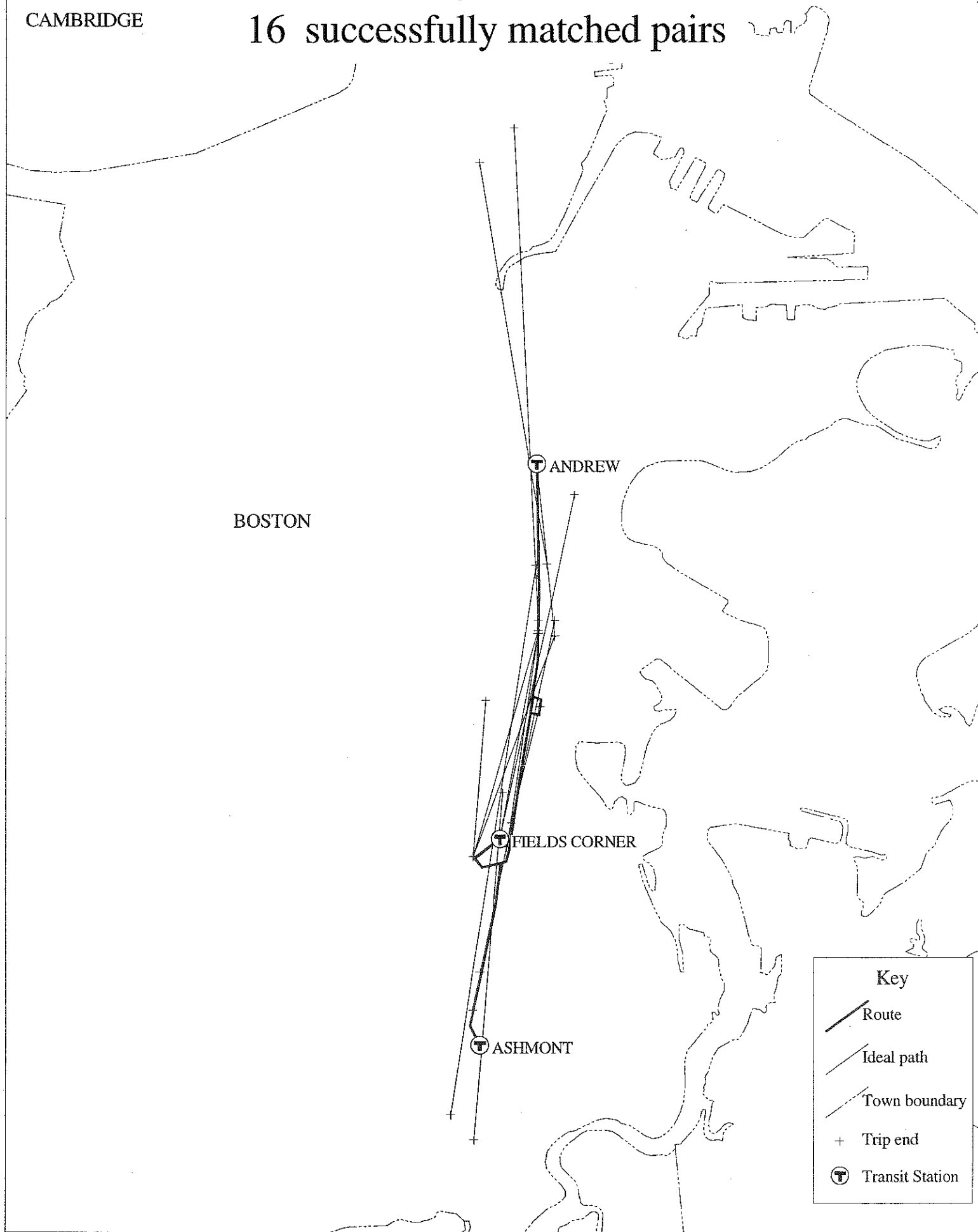
ANDREW

FIELDS CORNER

ASHMONT

Key

- Route
- Ideal path
- Town boundary
- + Trip end
- Ⓣ Transit Station



Matched O-D pairs for Route 19

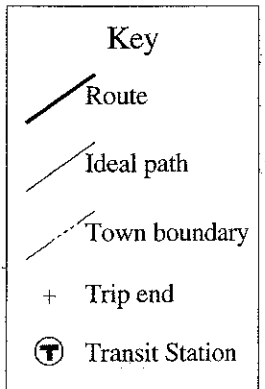
11 successfully matched pairs

CAMBRIDGE

 RUGGLES

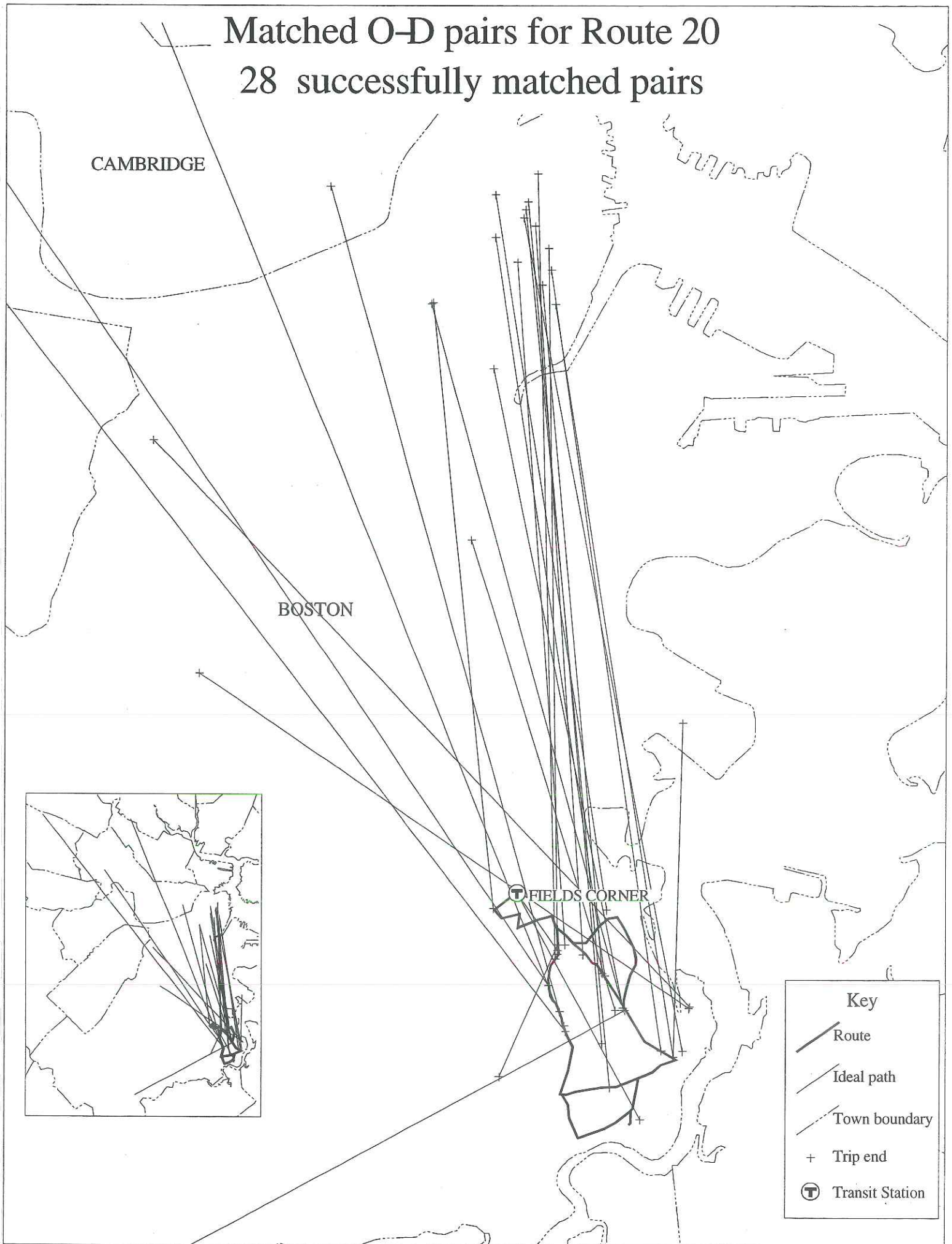
BOSTON

 FIELDS CORNER



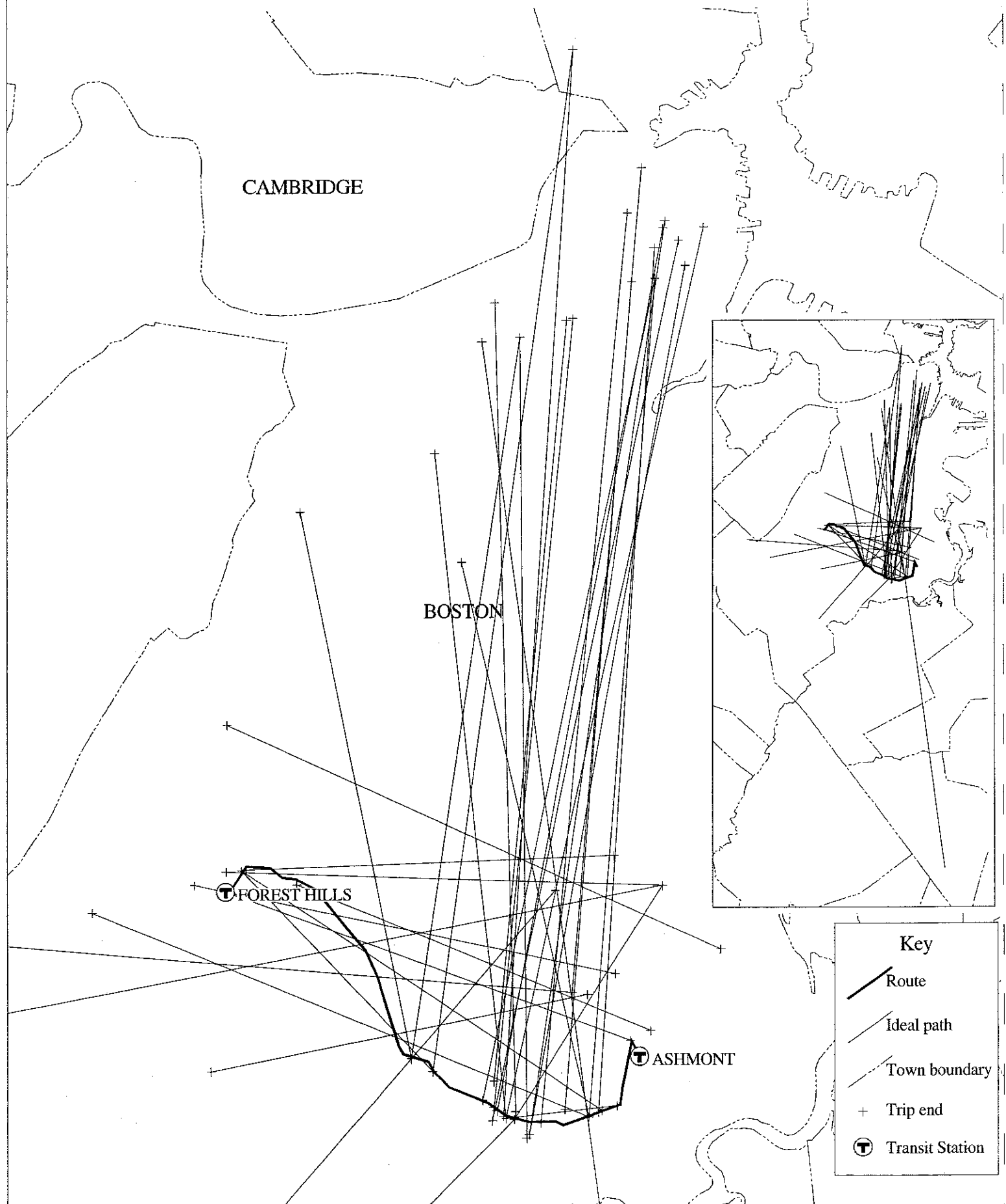
Matched O-D pairs for Route 20

28 successfully matched pairs



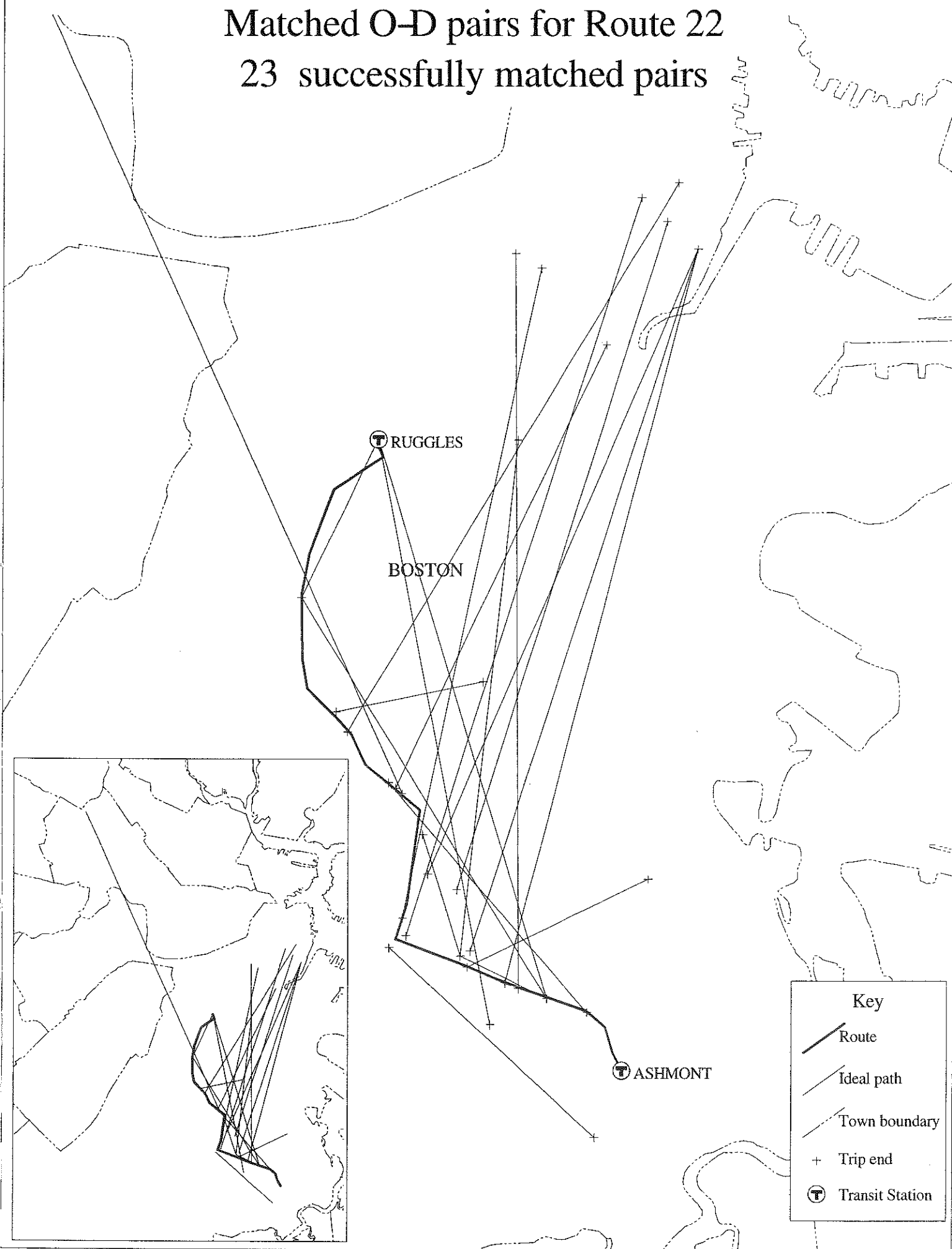
Matched O-D pairs for Route 21

39 successfully matched pairs



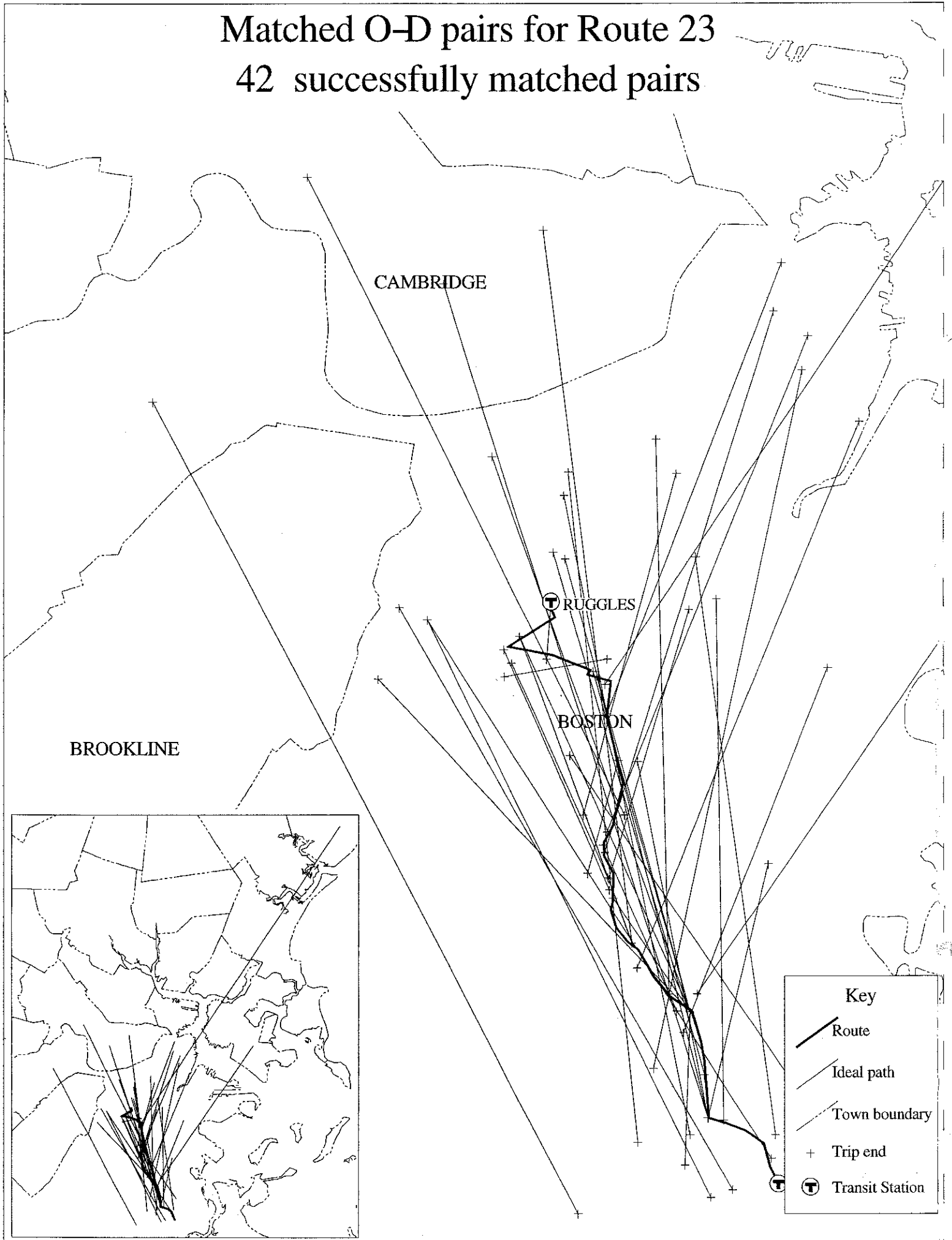
Matched O-D pairs for Route 22

23 successfully matched pairs



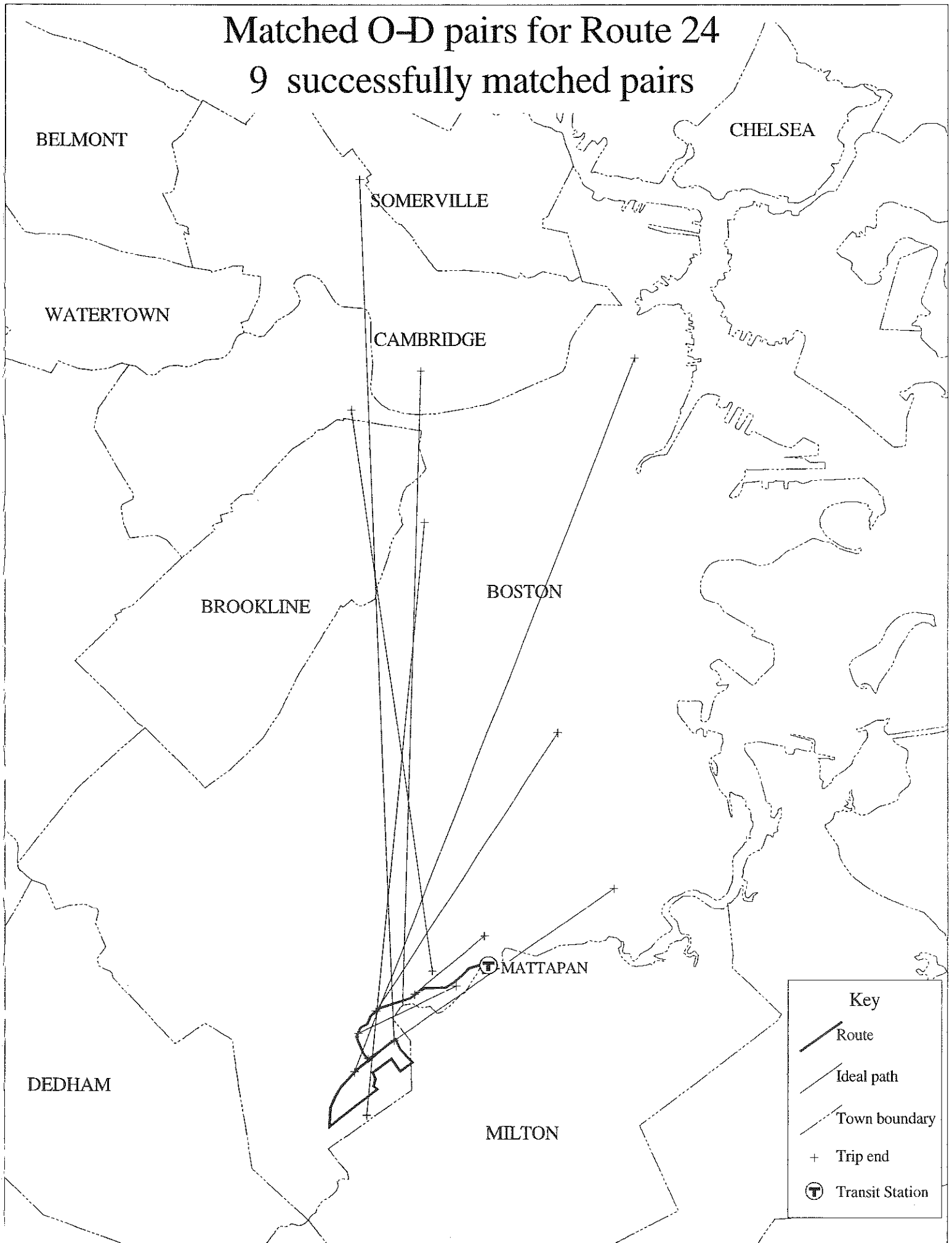
Matched O-D pairs for Route 23

42 successfully matched pairs



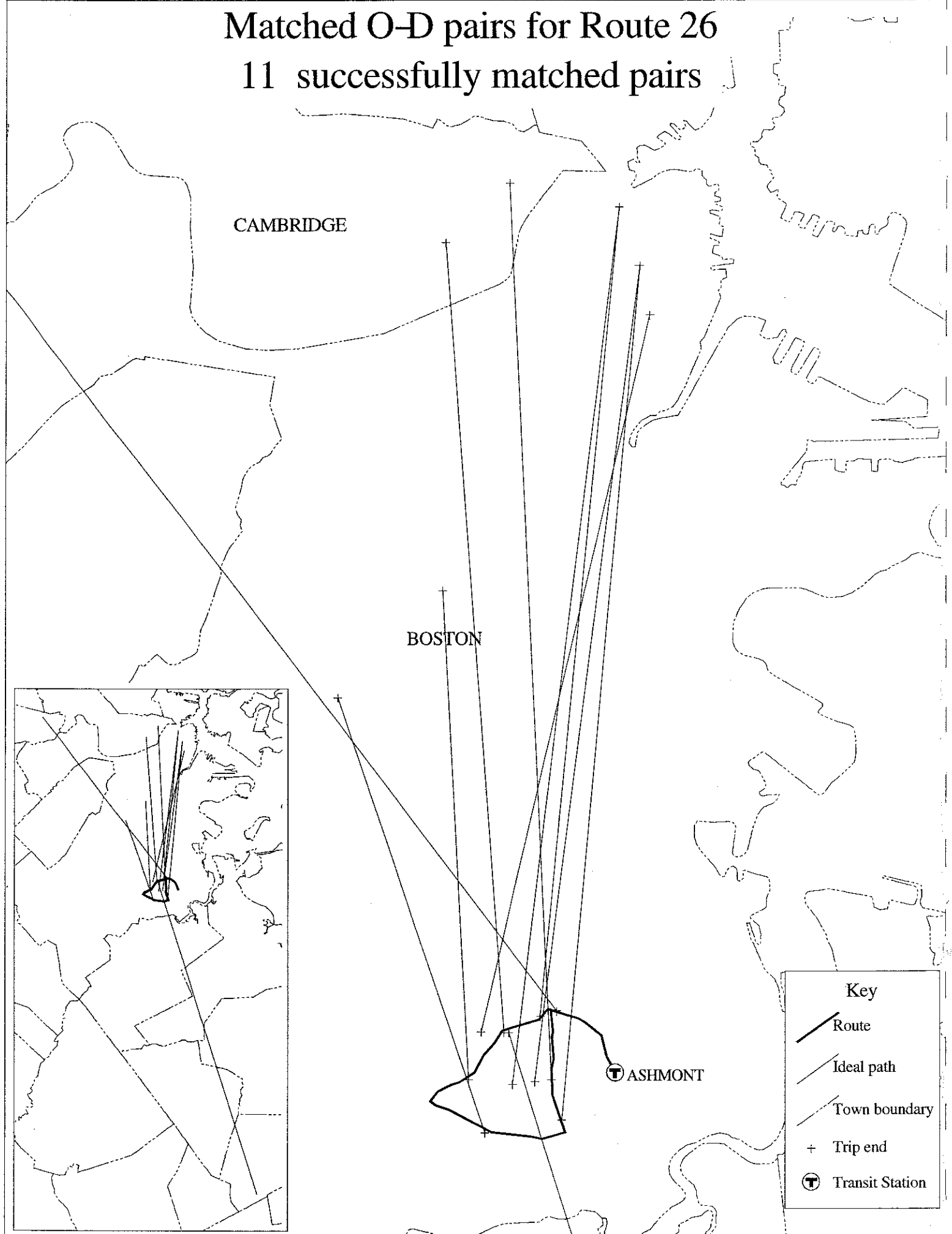
Matched O-D pairs for Route 24

9 successfully matched pairs



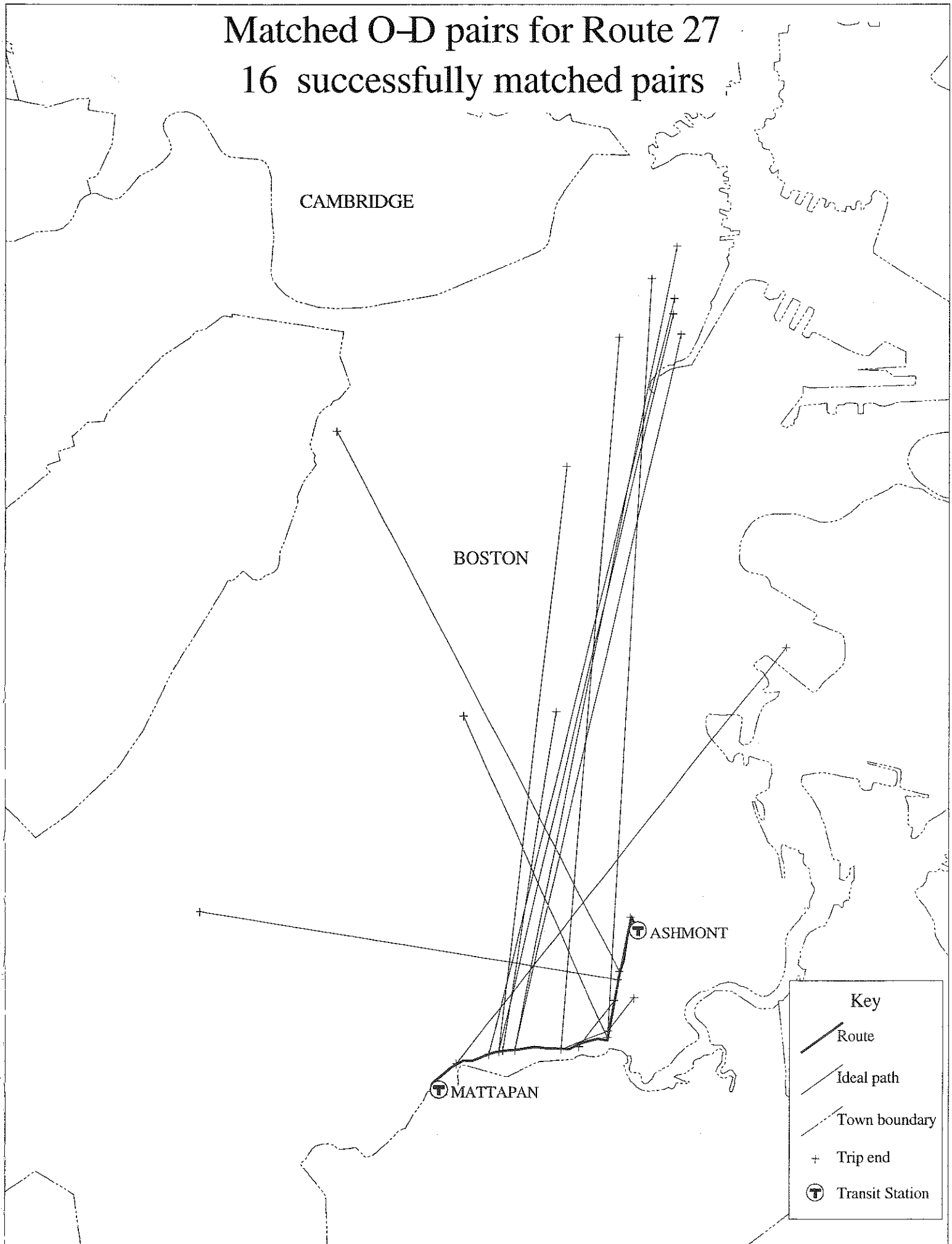
Matched O-D pairs for Route 26

11 successfully matched pairs



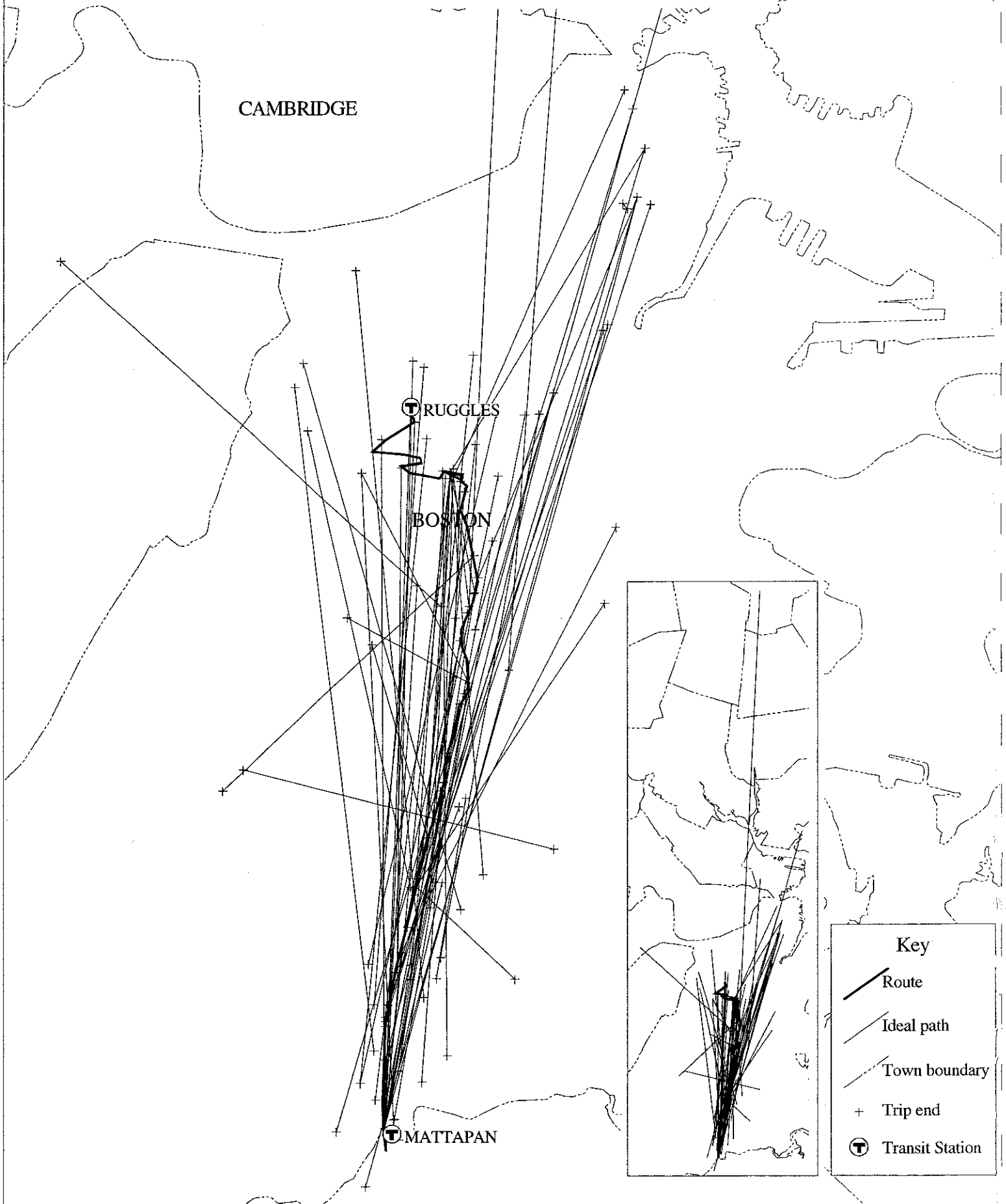
Matched O-D pairs for Route 27

16 successfully matched pairs



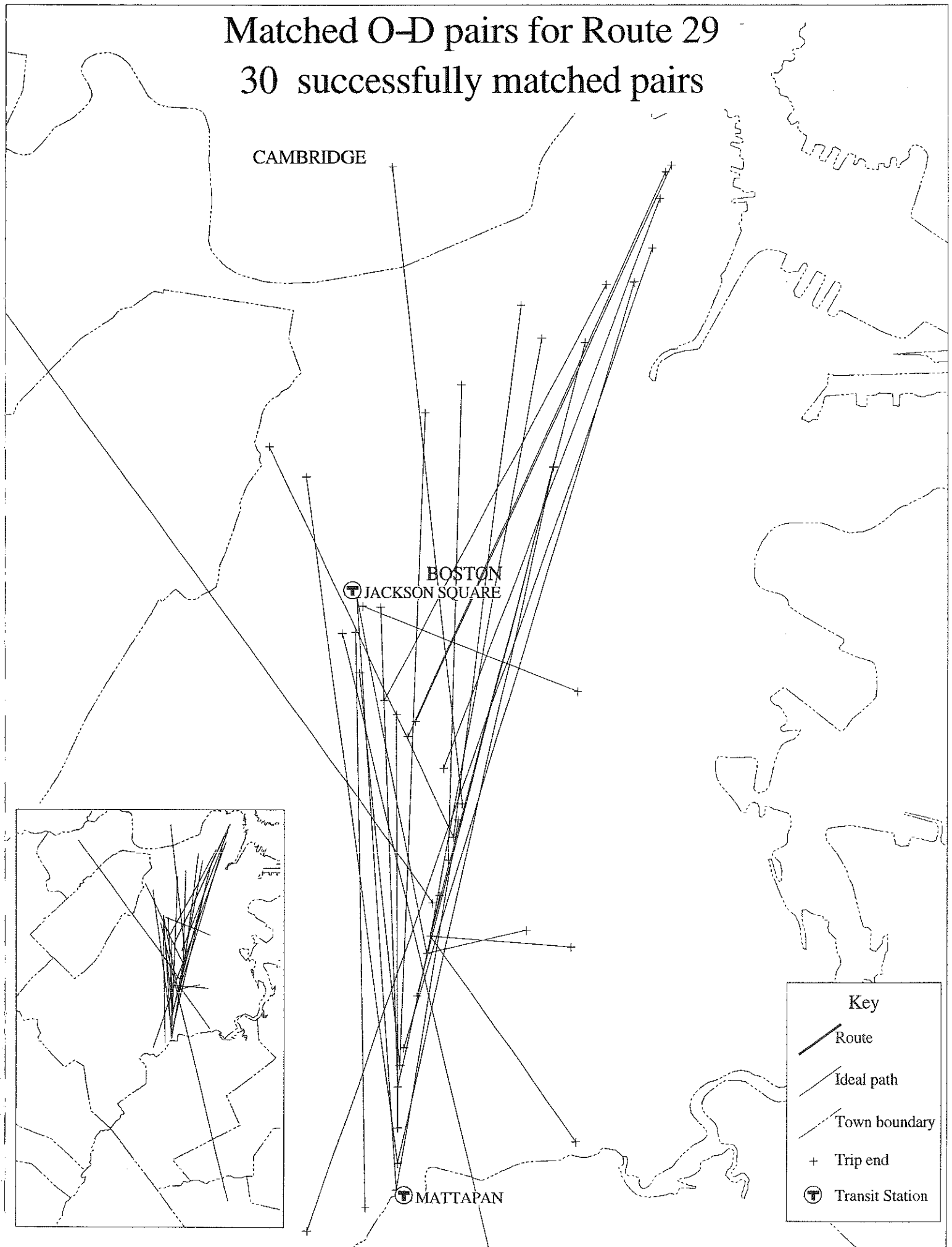
Matched O-D pairs for Route 28

77 successfully matched pairs



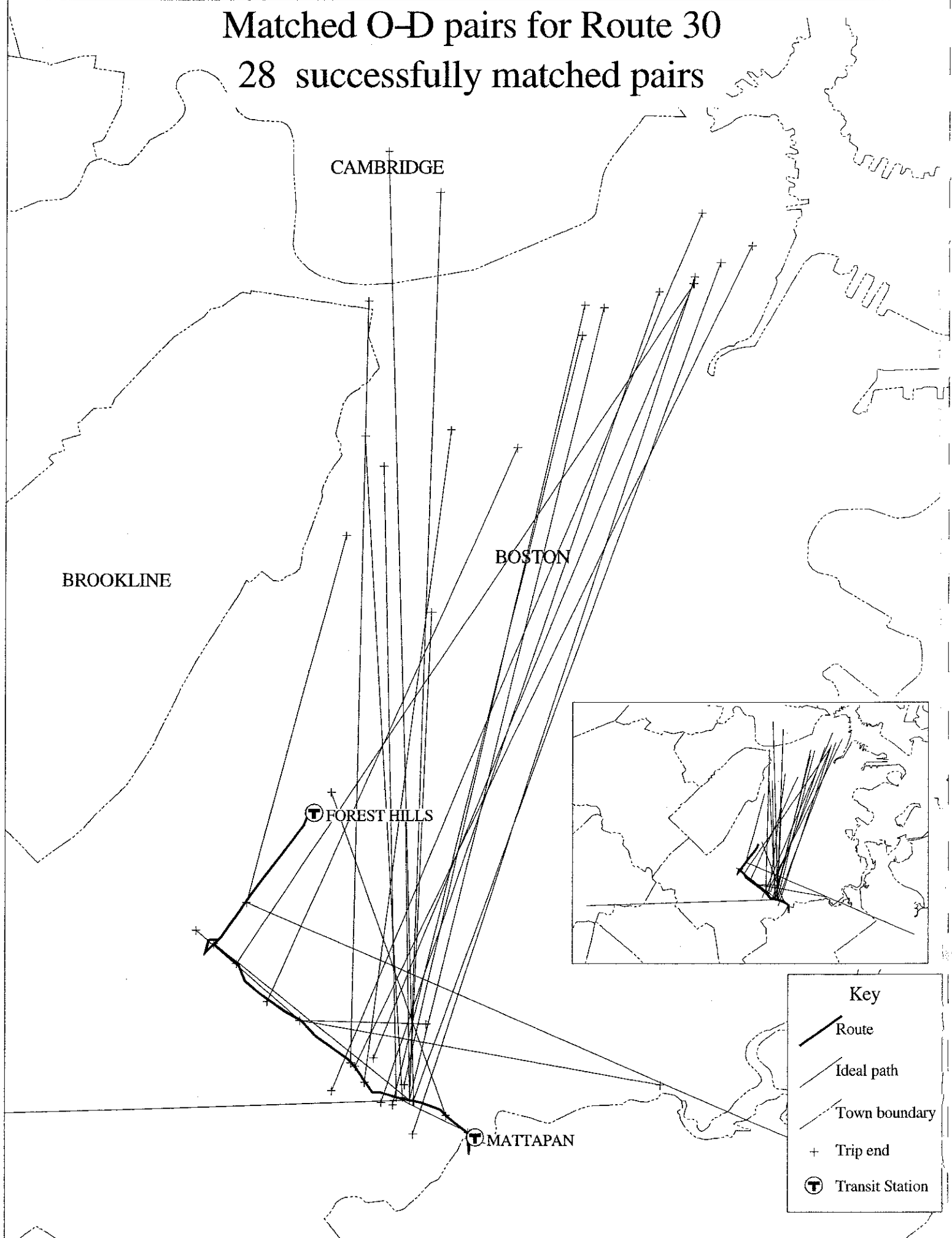
Matched O-D pairs for Route 29

30 successfully matched pairs



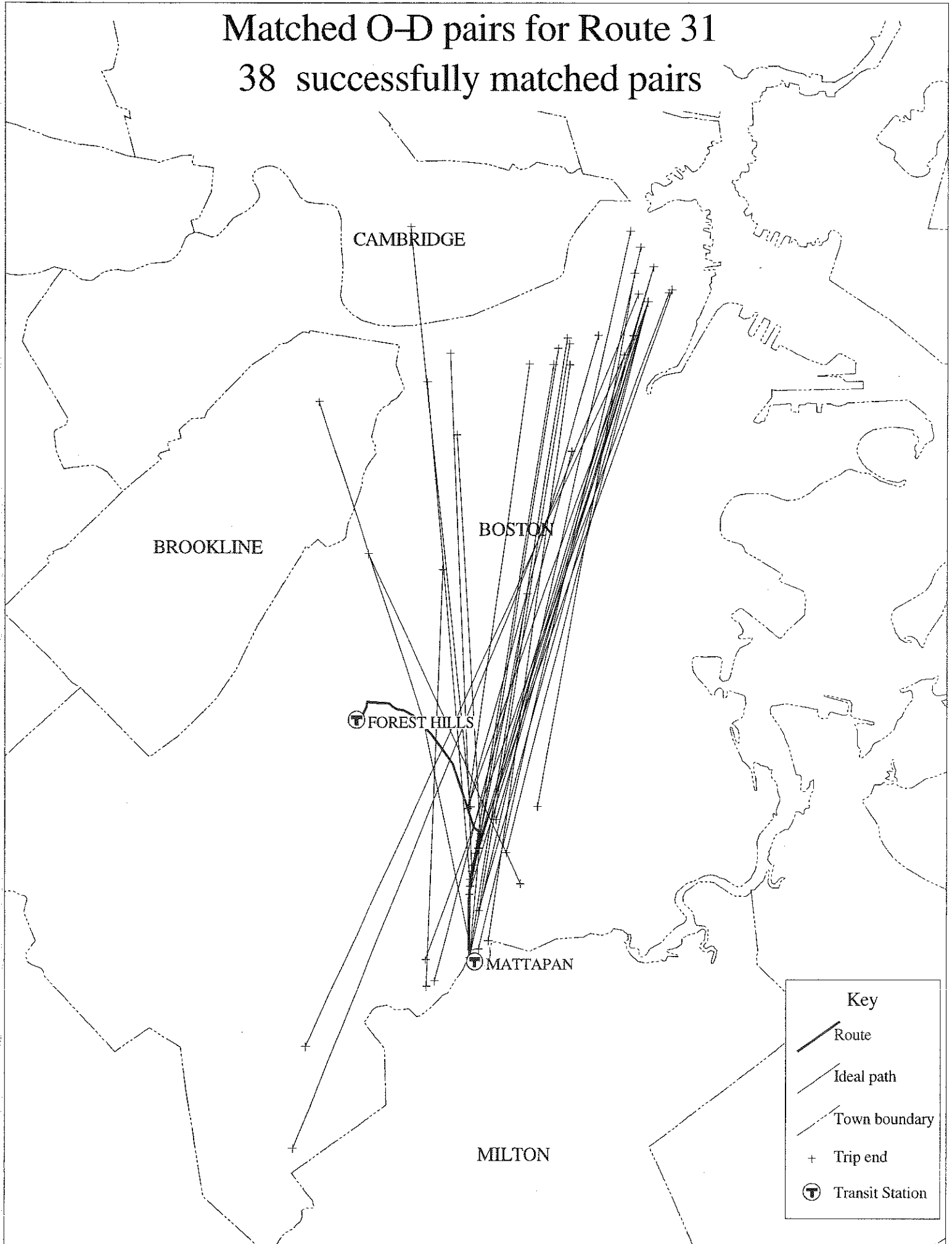
Matched O-D pairs for Route 30

28 successfully matched pairs



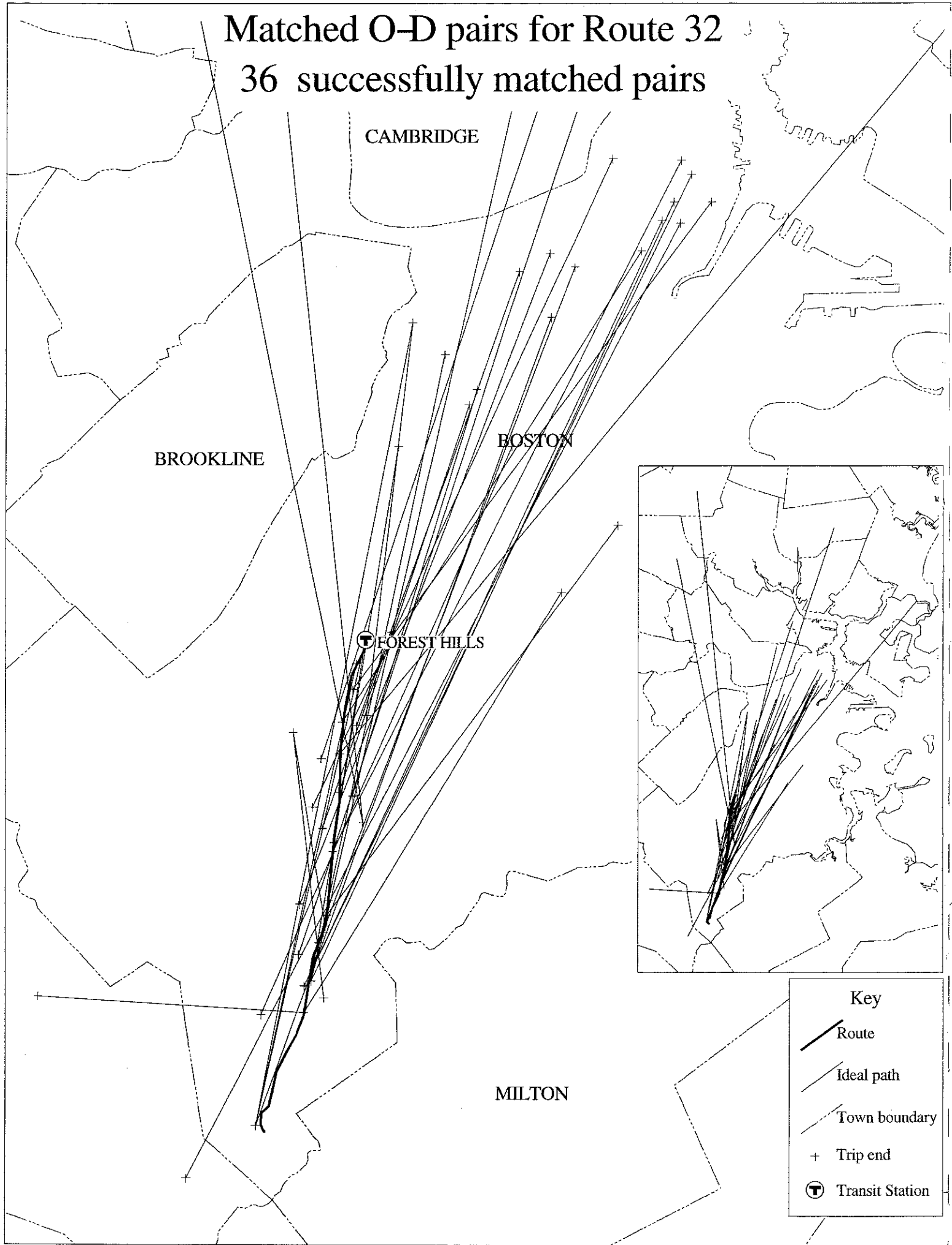
Matched O-D pairs for Route 31

38 successfully matched pairs



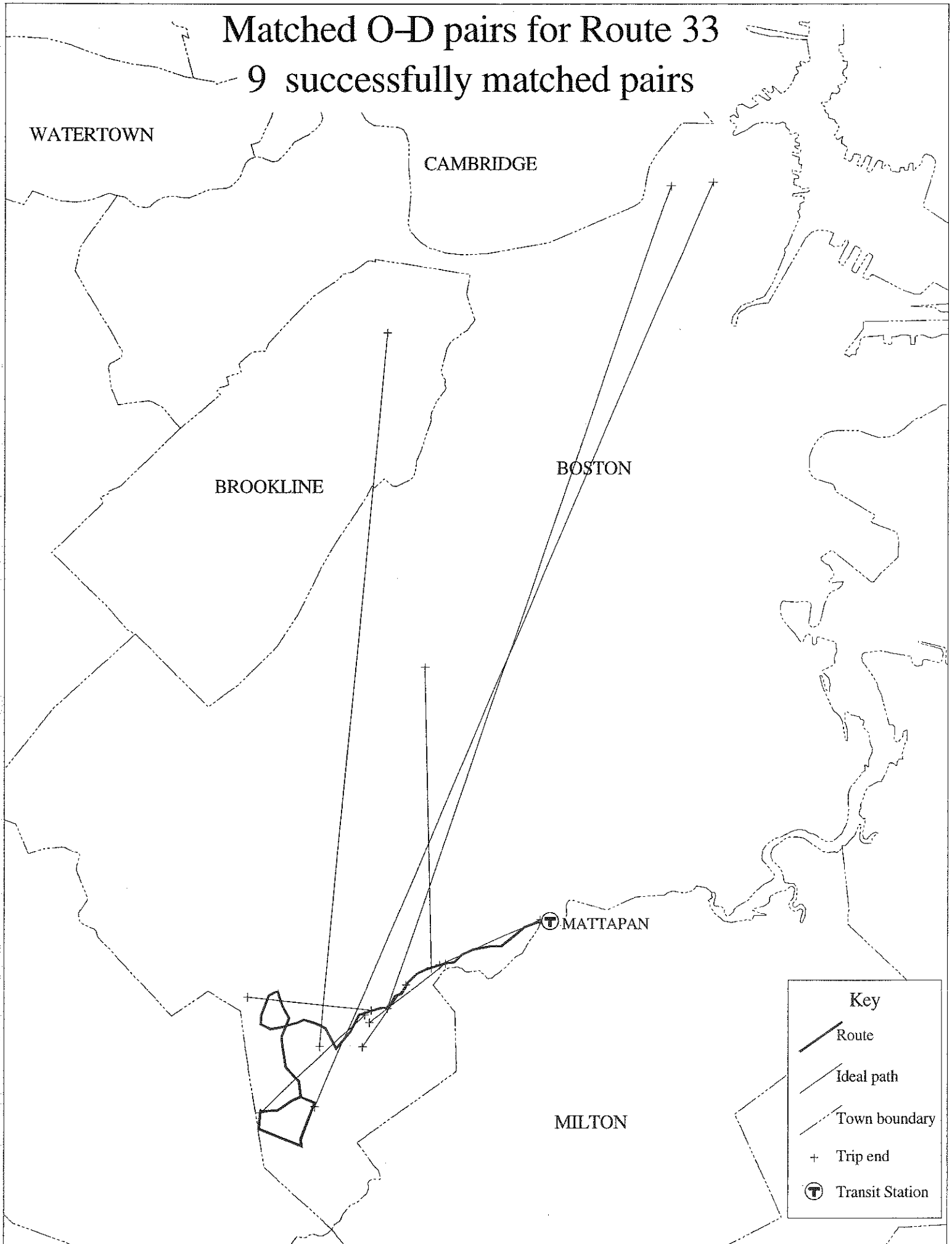
Matched O-D pairs for Route 32

36 successfully matched pairs



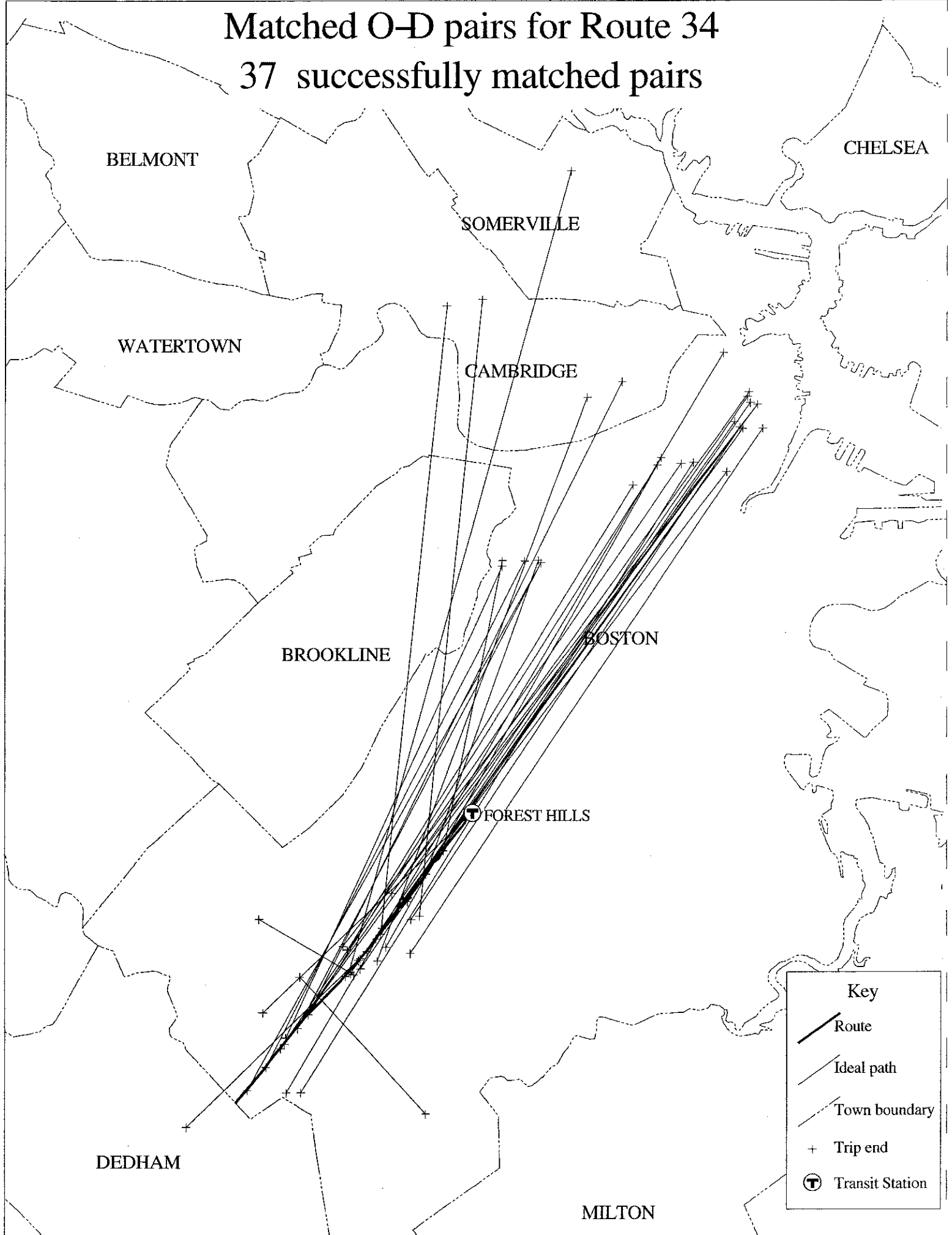
Matched O-D pairs for Route 33

9 successfully matched pairs



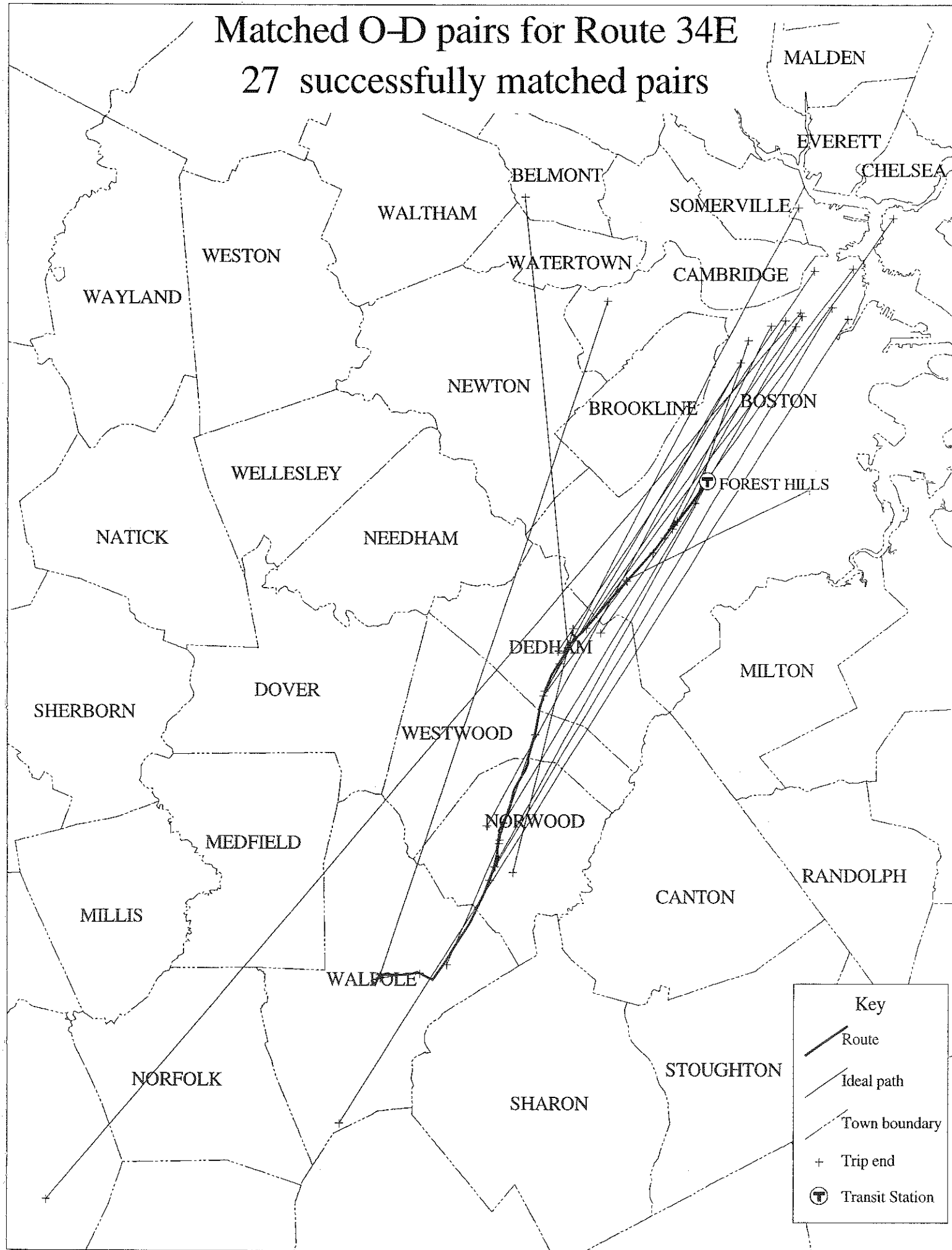
Matched O-D pairs for Route 34

37 successfully matched pairs



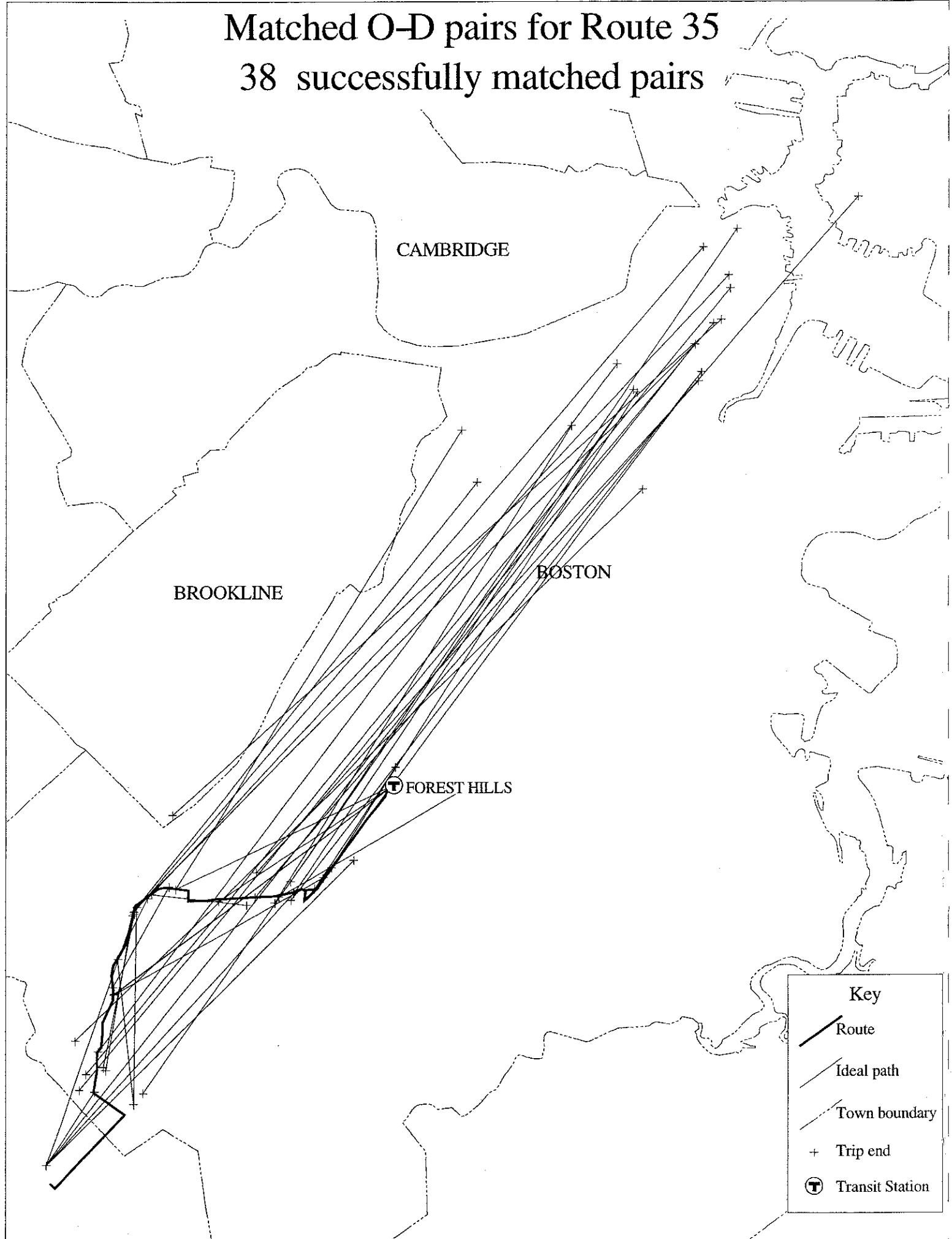
Matched O-D pairs for Route 34E

27 successfully matched pairs



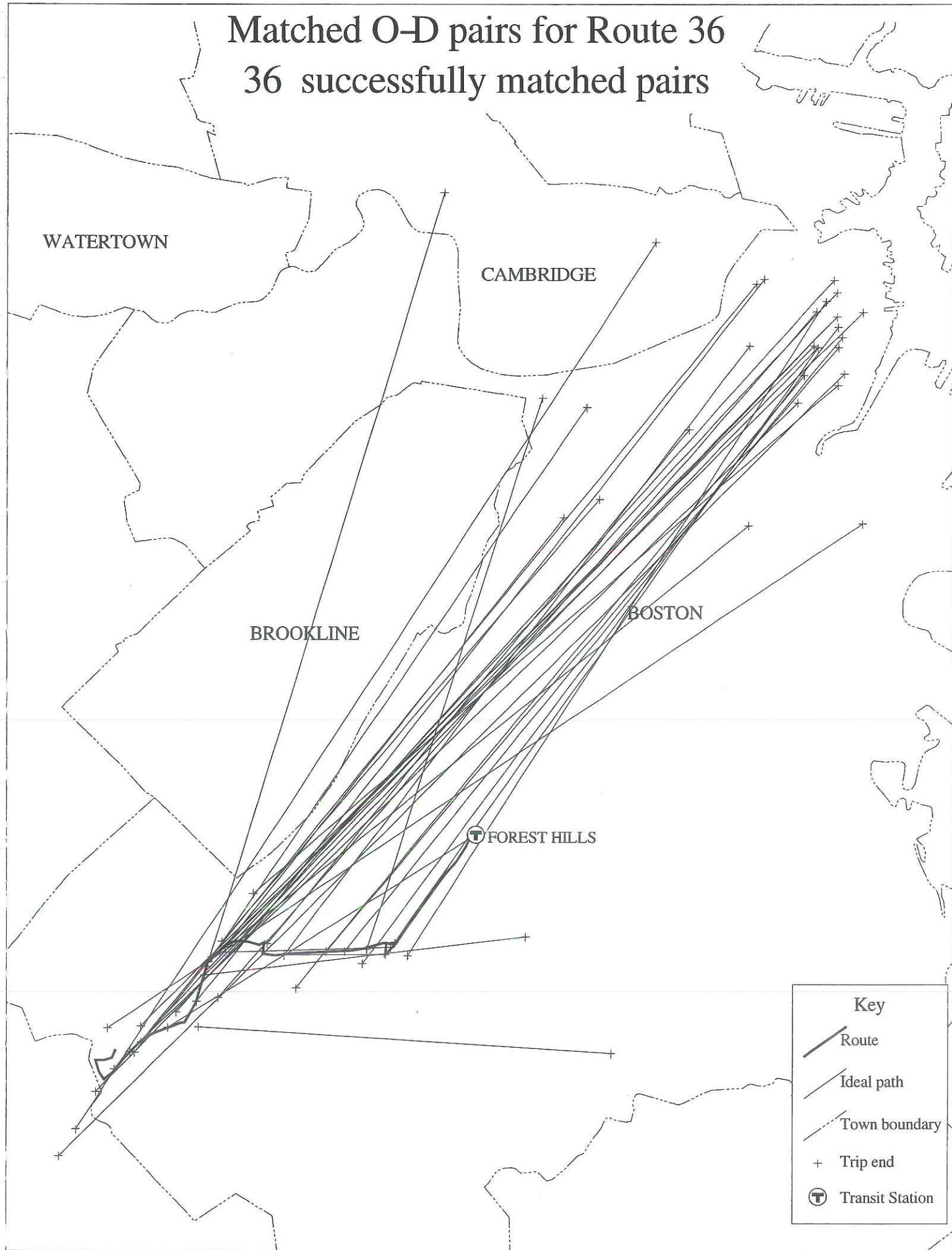
Matched O-D pairs for Route 35

38 successfully matched pairs



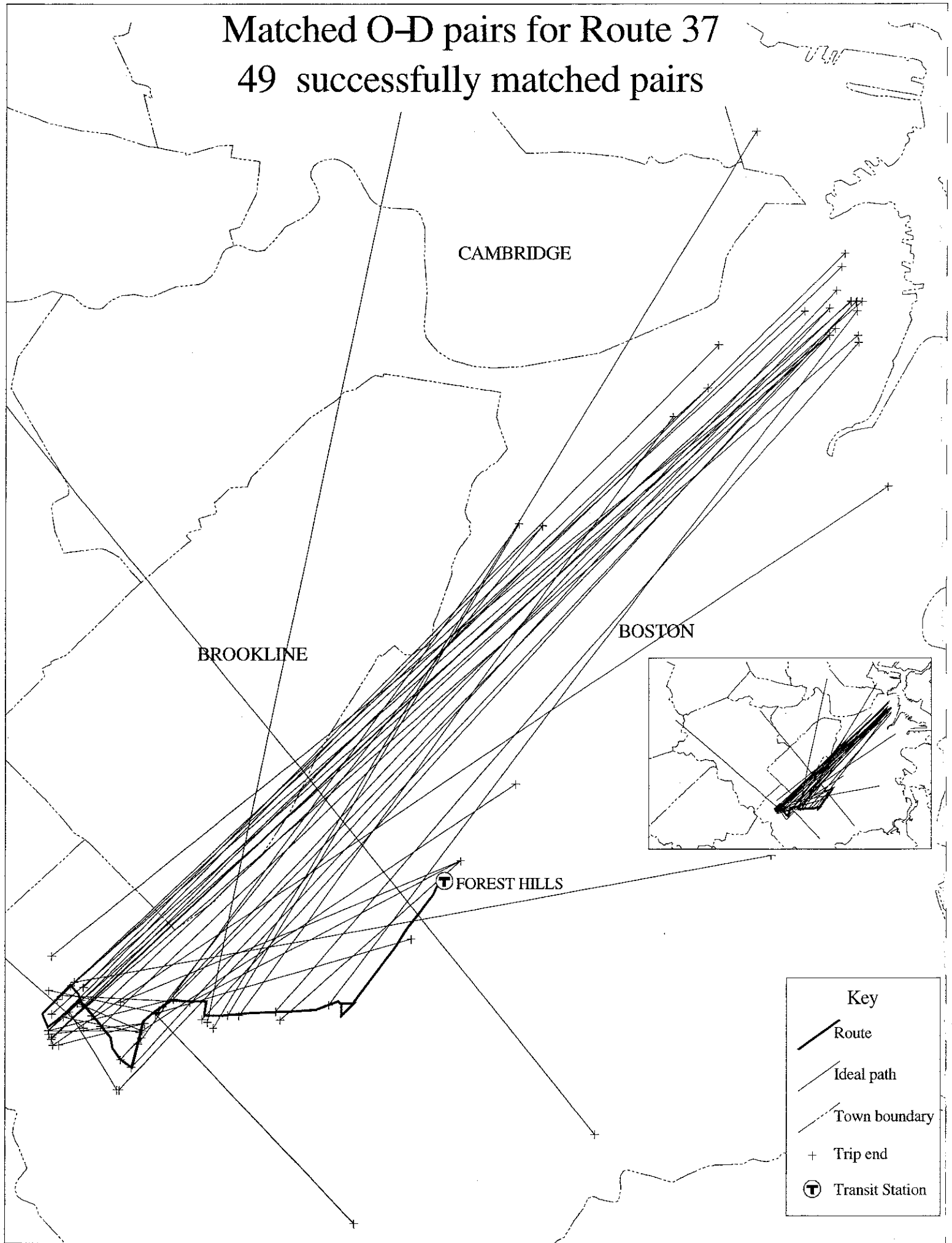
Matched O-D pairs for Route 36

36 successfully matched pairs



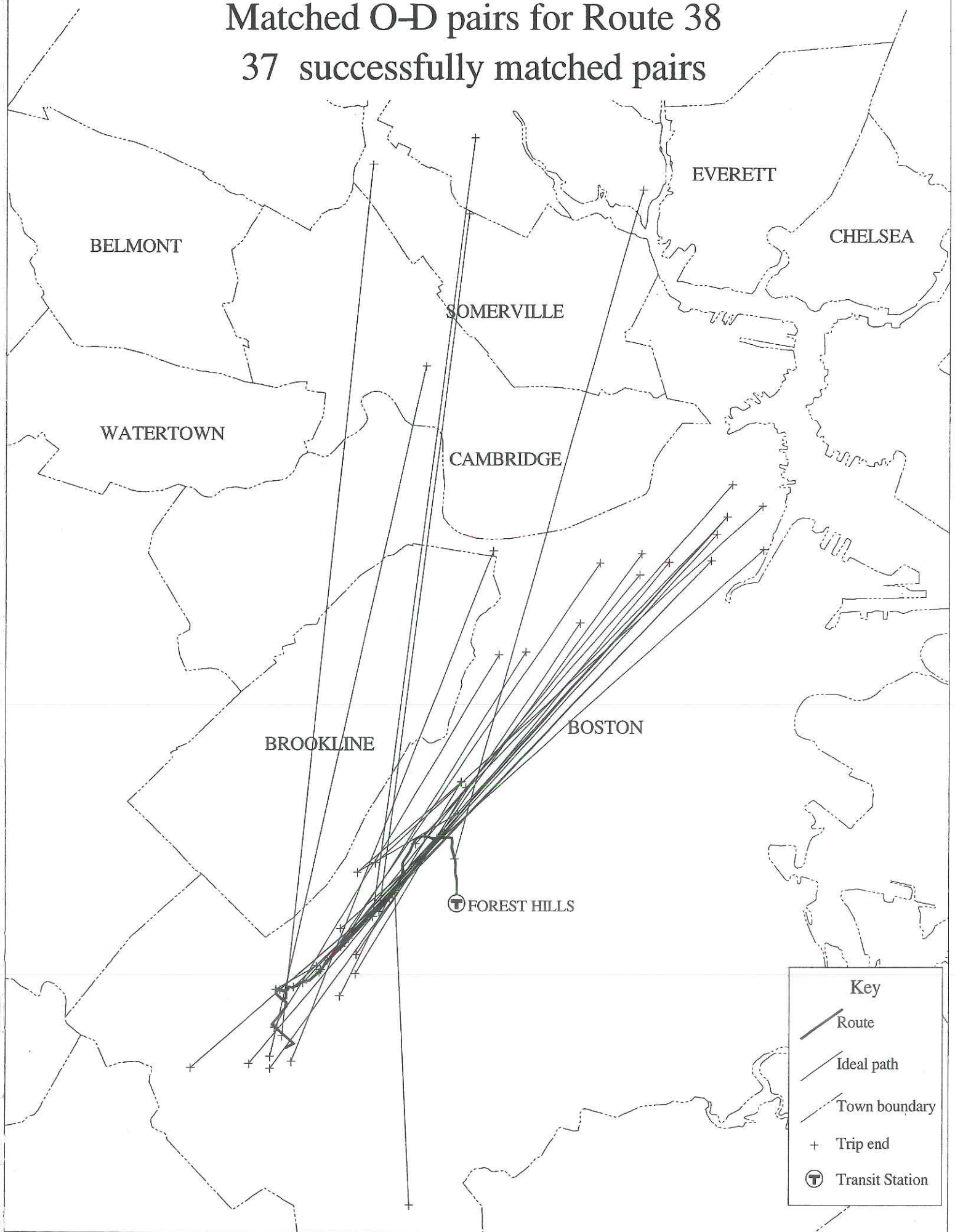
Matched O-D pairs for Route 37

49 successfully matched pairs



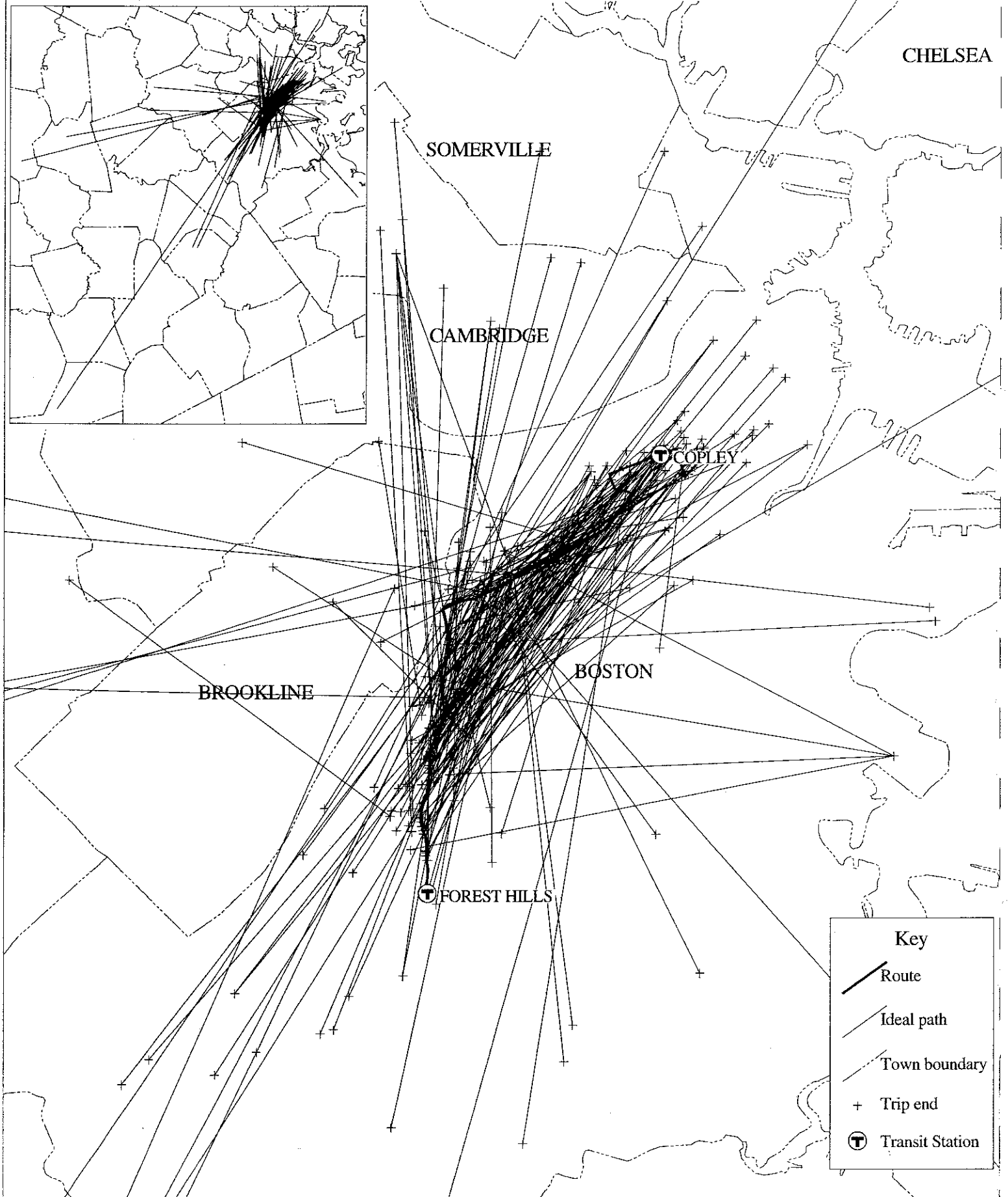
Matched O-D pairs for Route 38

37 successfully matched pairs



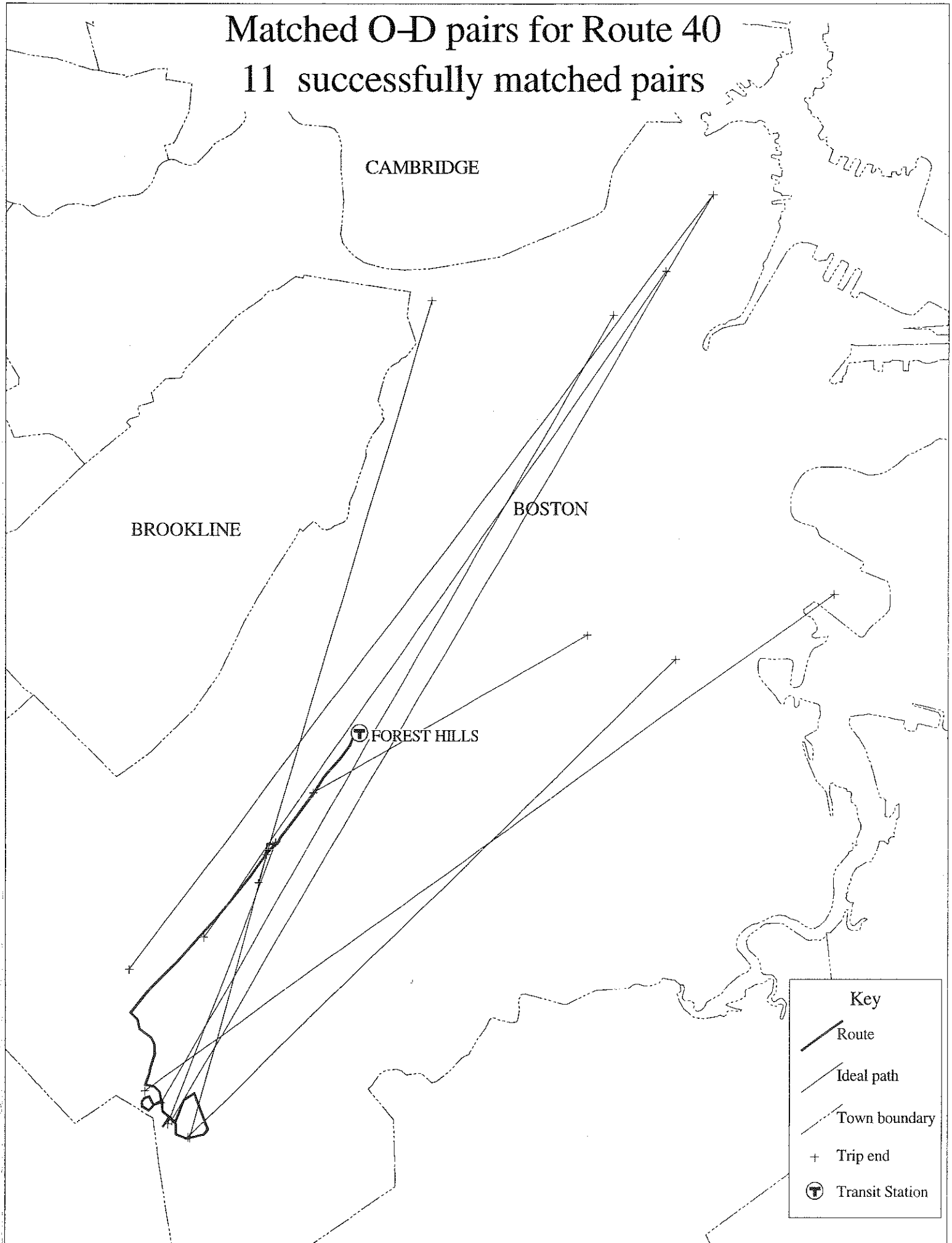
Matched O-D pairs for Route 39

230 successfully matched pairs



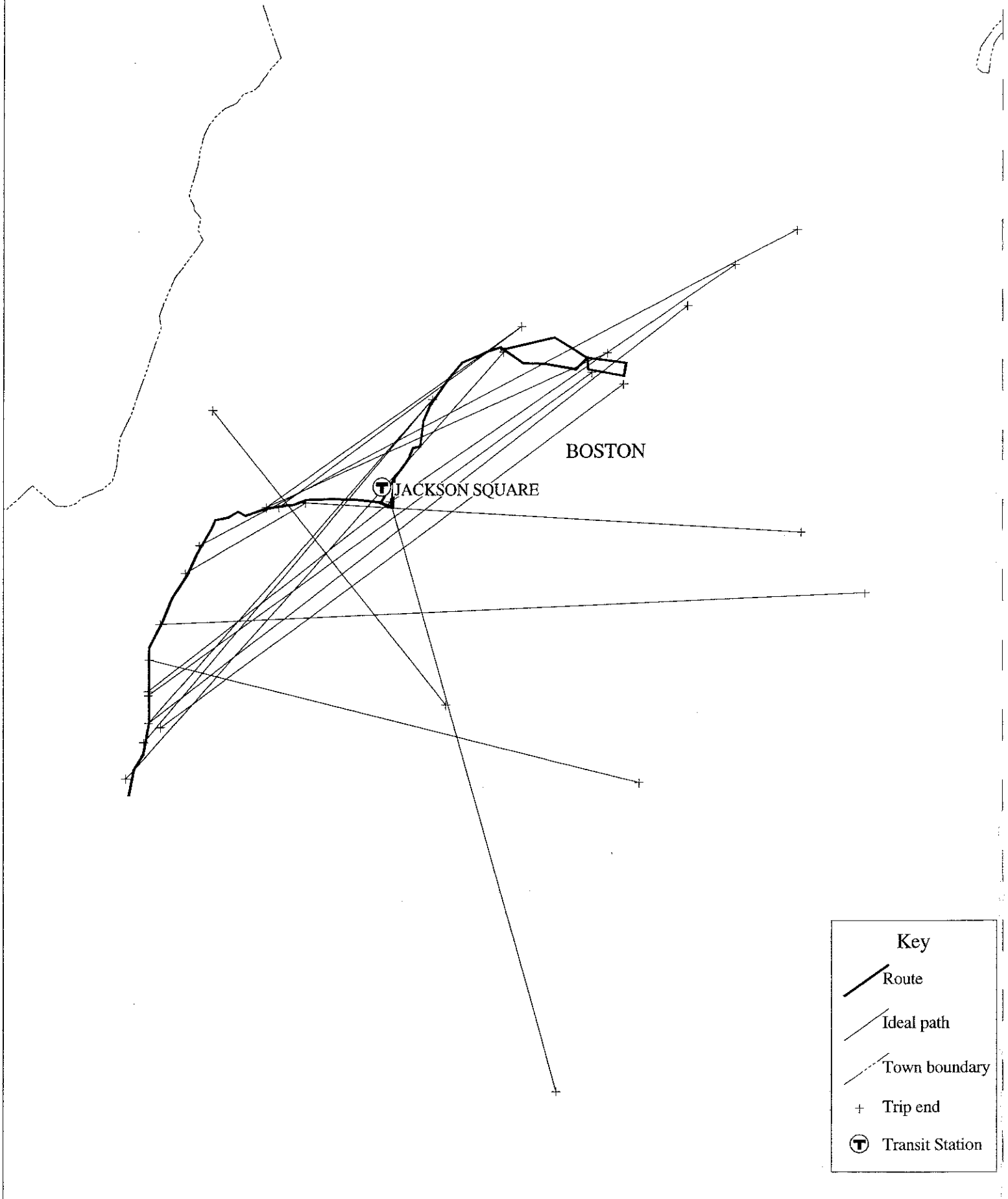
Matched O-D pairs for Route 40

11 successfully matched pairs



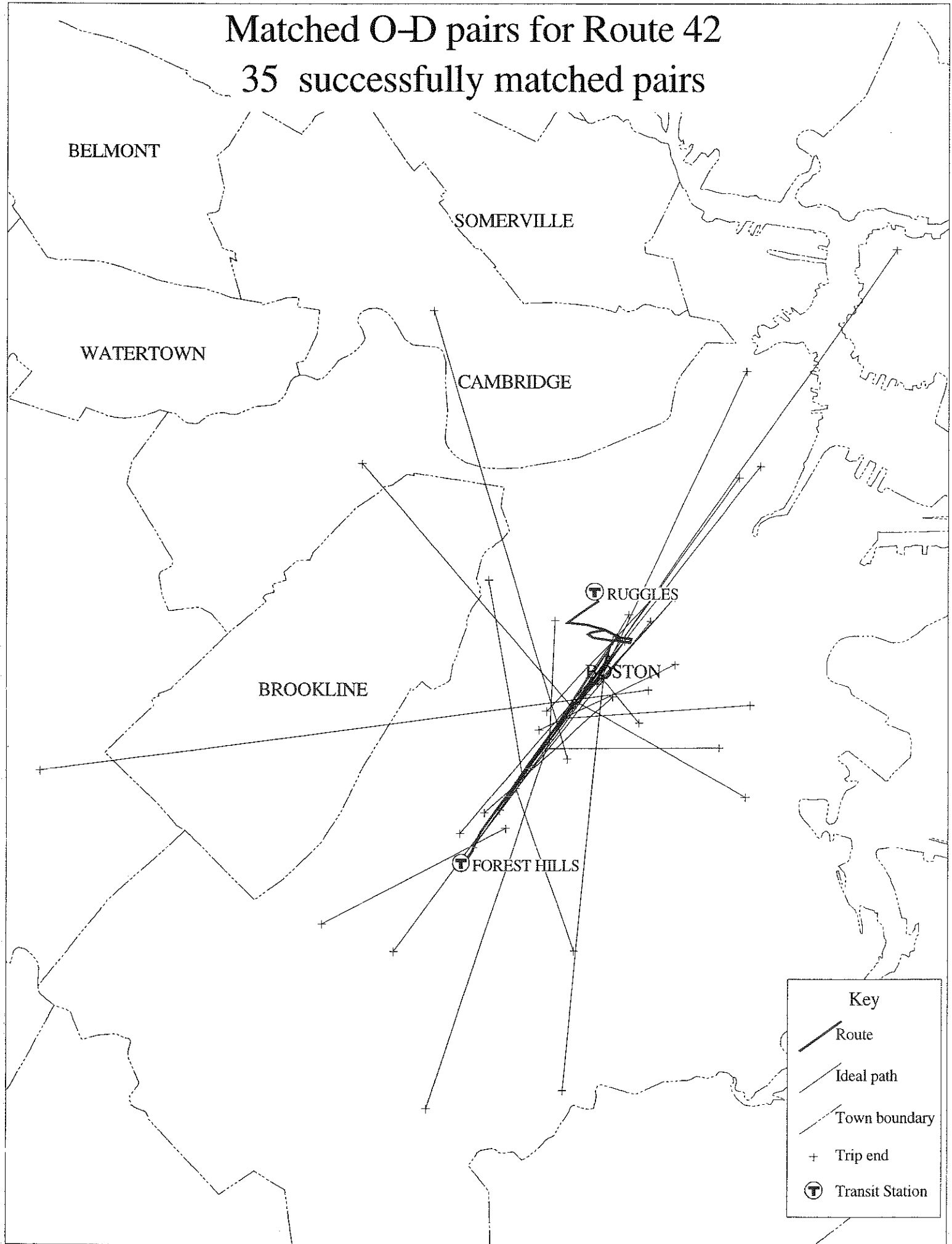
Matched O-D pairs for Route 41

18 successfully matched pairs



Matched O-D pairs for Route 42

35 successfully matched pairs



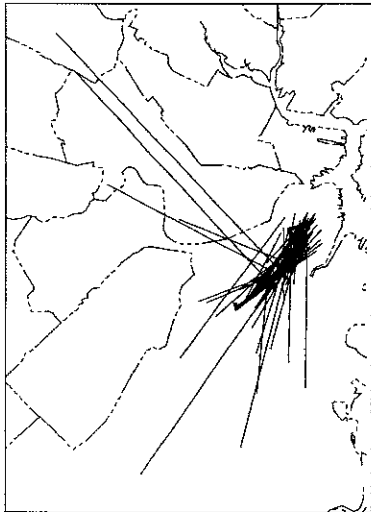
CAMBRIDGE

Matched O-D pairs for Route 43

72 successfully matched pairs

 RUGGLES

BOSTON



Key

-  Route
-  Ideal path
-  Town boundary
-  Trip end
-  Transit Station

Matched O-D pairs for Route 44

32 successfully matched pairs

CAMBRIDGE

Ⓣ RUGGLES

BOSTON

Ⓣ JACKSON SQUARE

Key

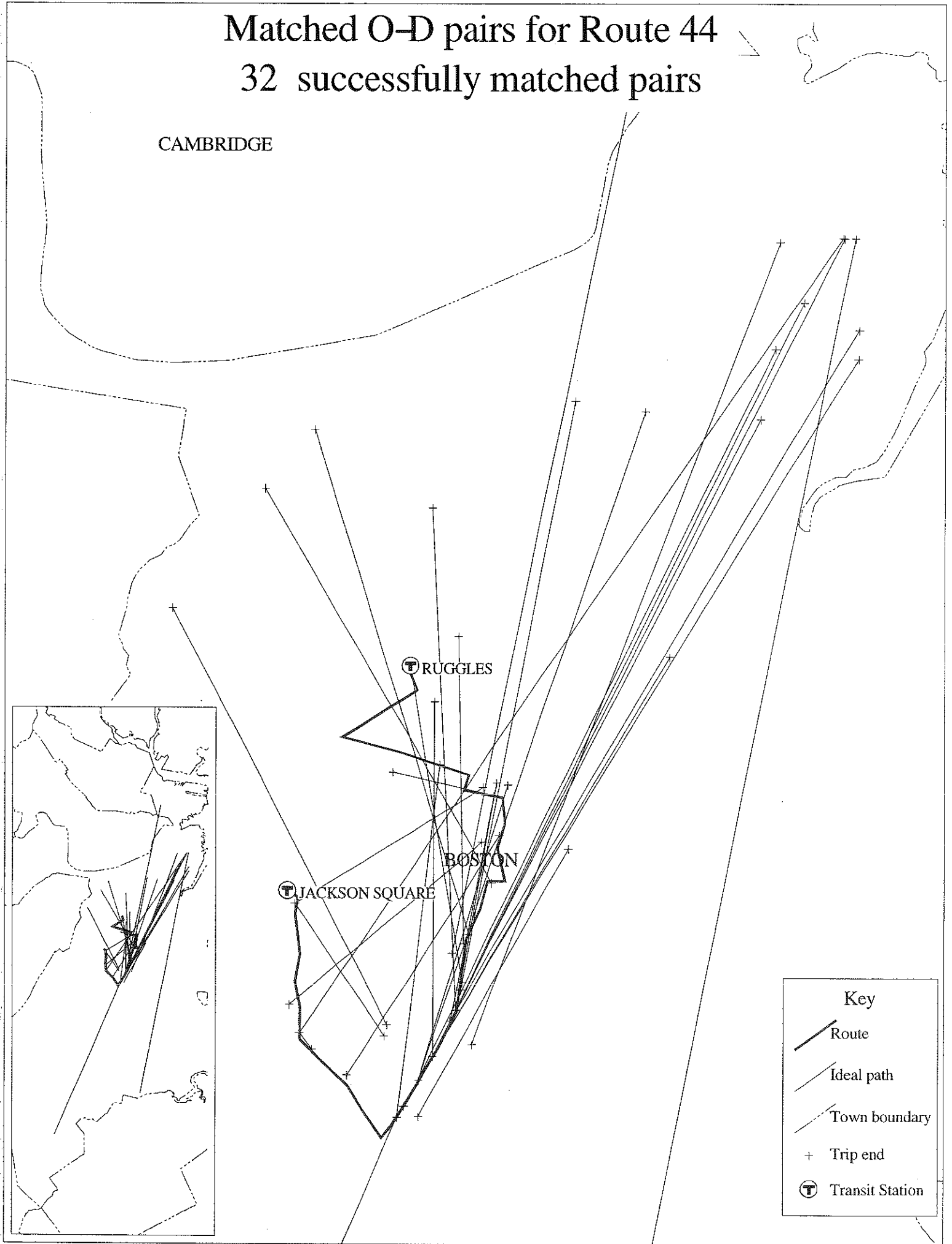
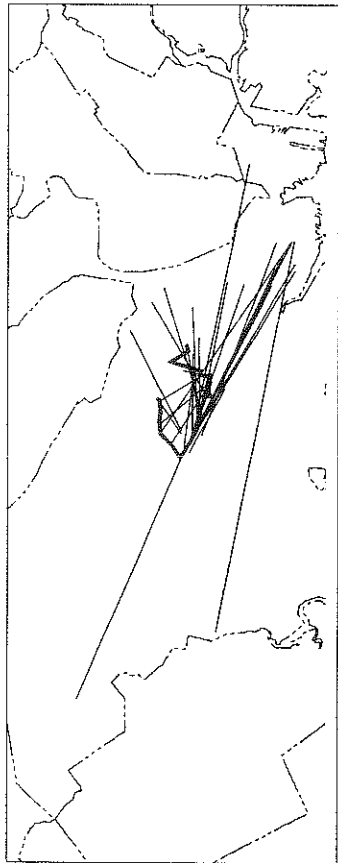
Route

Ideal path

Town boundary

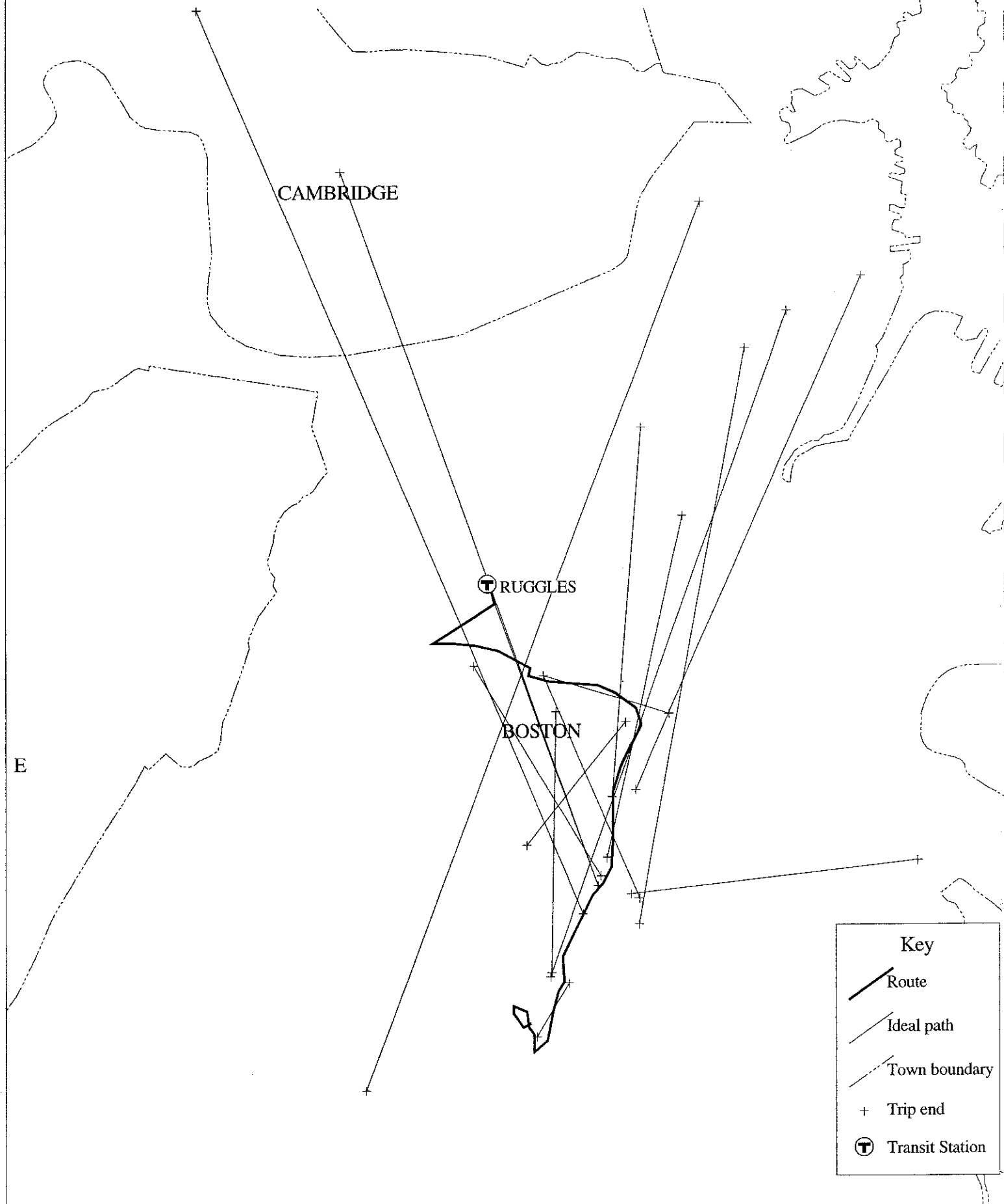
+ Trip end

Ⓣ Transit Station



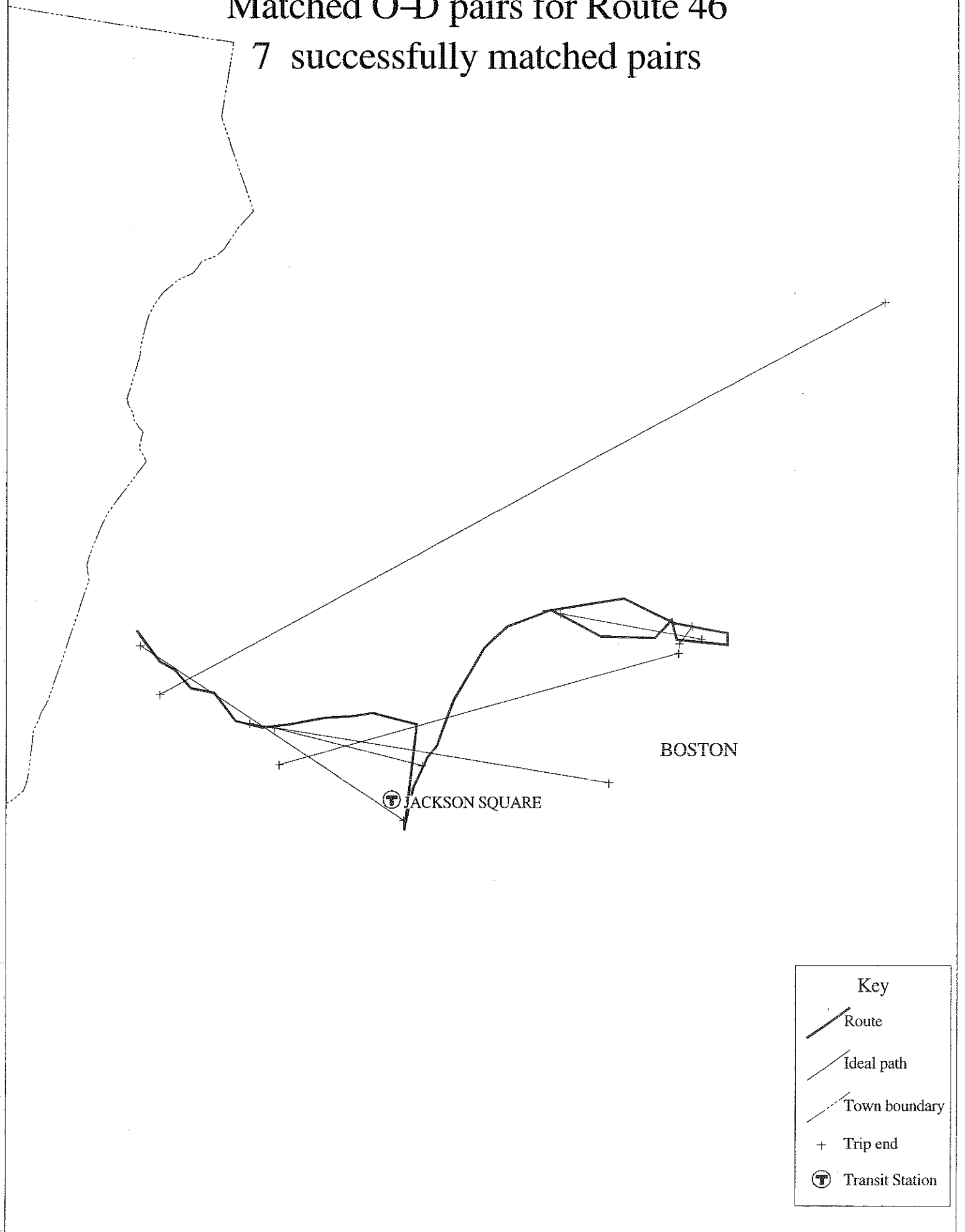
Matched O-D pairs for Route 45

16 successfully matched pairs



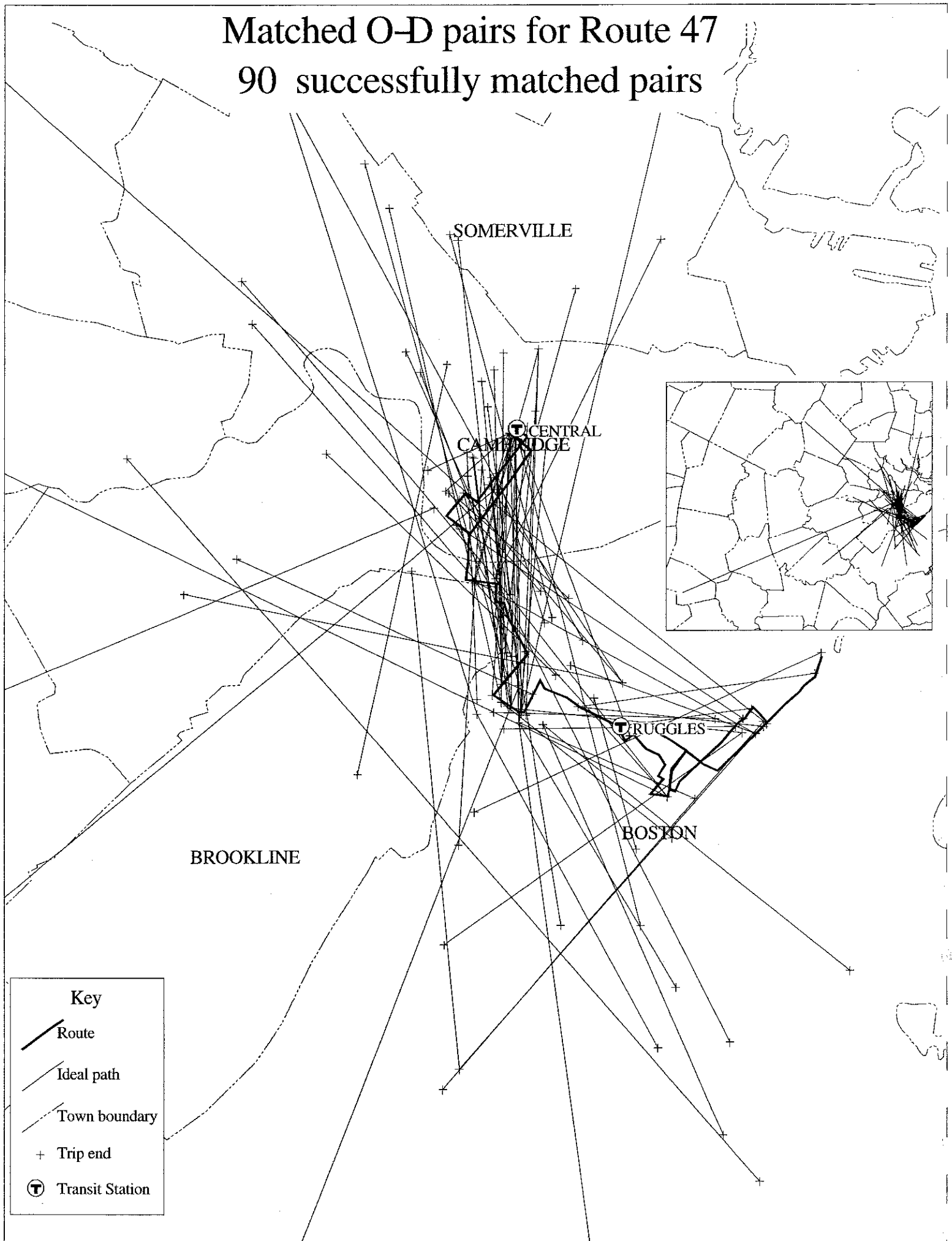
Matched O-D pairs for Route 46

7 successfully matched pairs



Matched O-D pairs for Route 47

90 successfully matched pairs



Matched O-D pairs for Route 48

7 successfully matched pairs

BROOKLINE

BOSTON

JACKSON SQUARE

STONY BROOK

GREEN STREET

Key

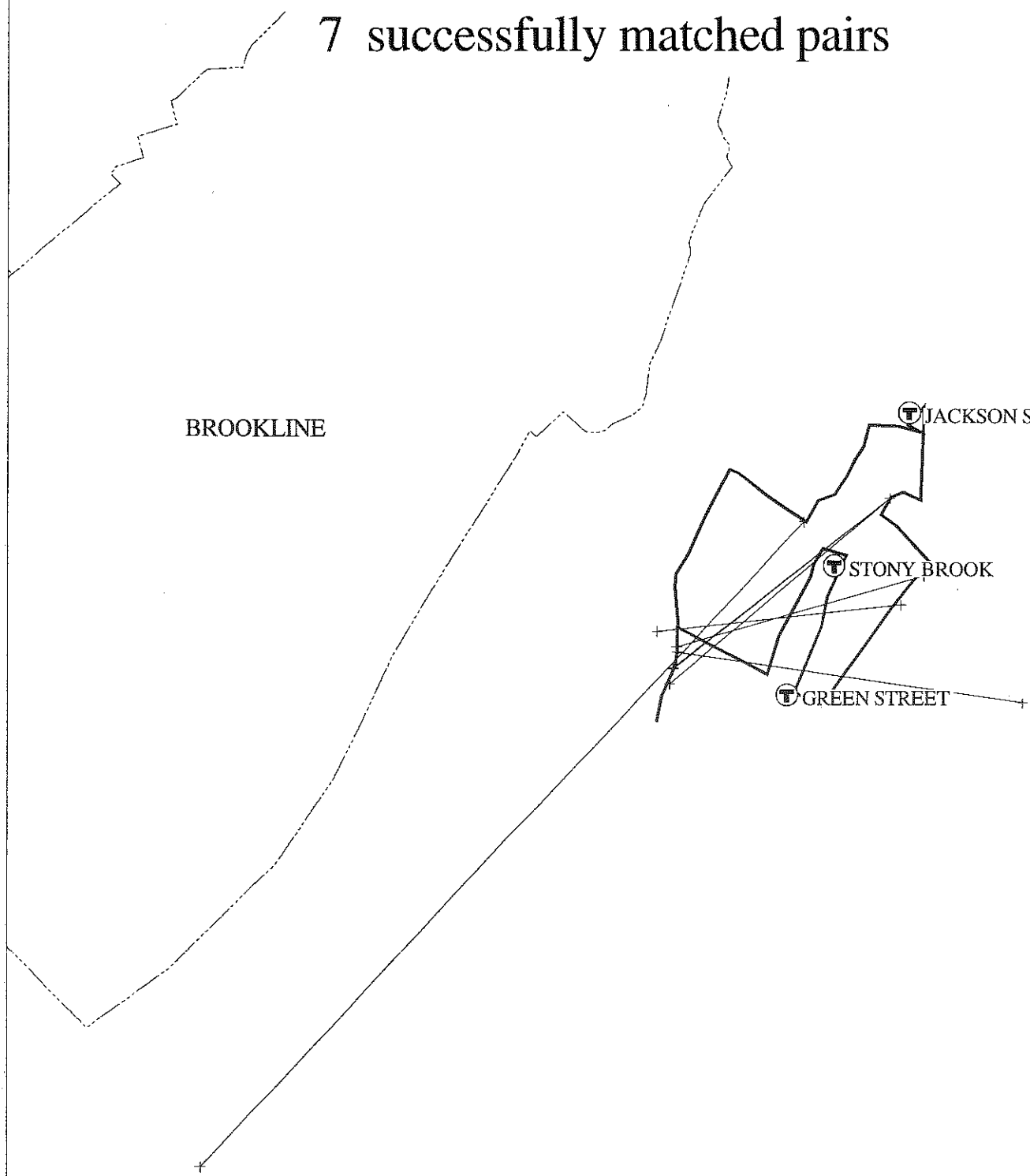
Route

Ideal path

Town boundary

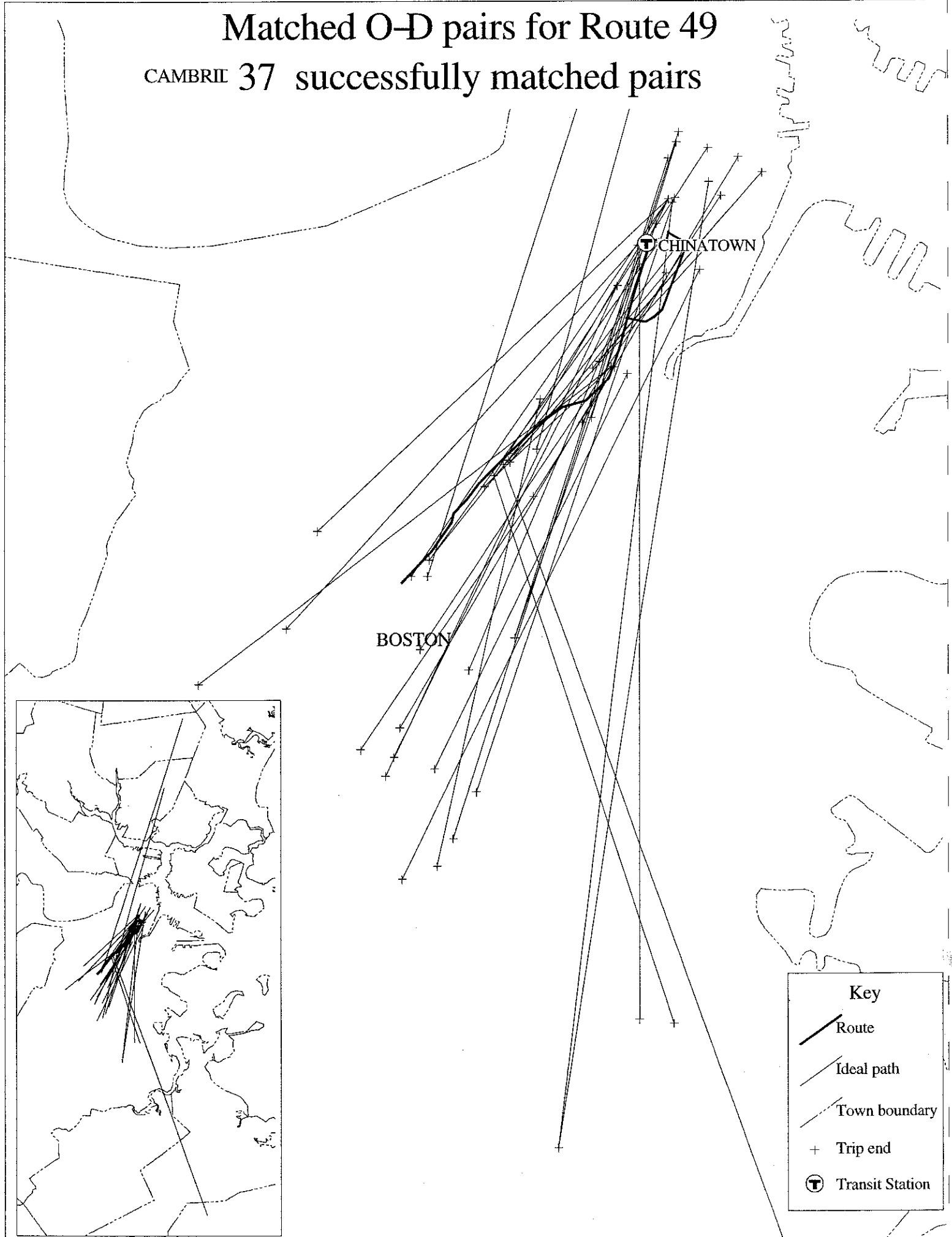
+ Trip end

Ⓣ Transit Station



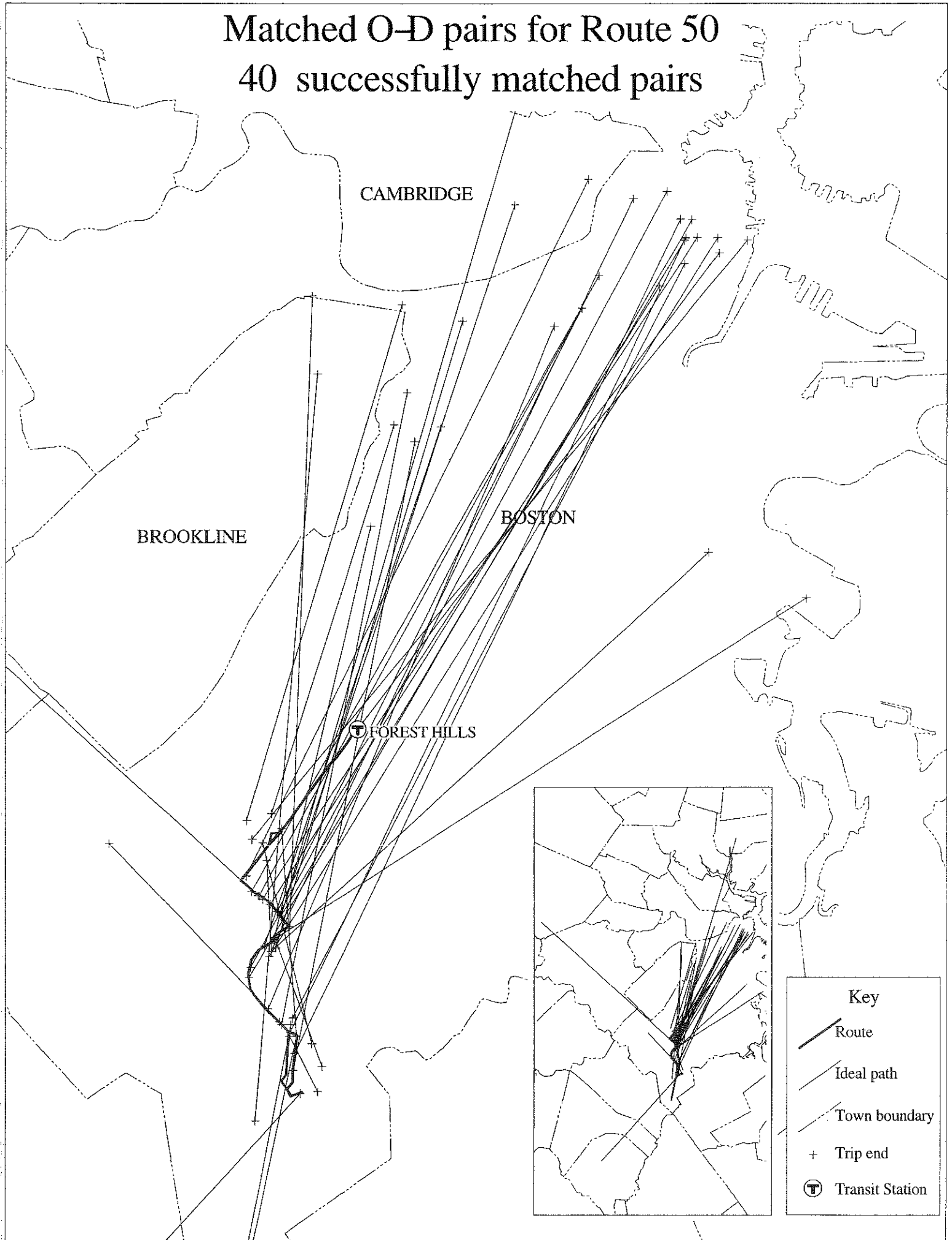
Matched O-D pairs for Route 49

CAMBRID 37 successfully matched pairs



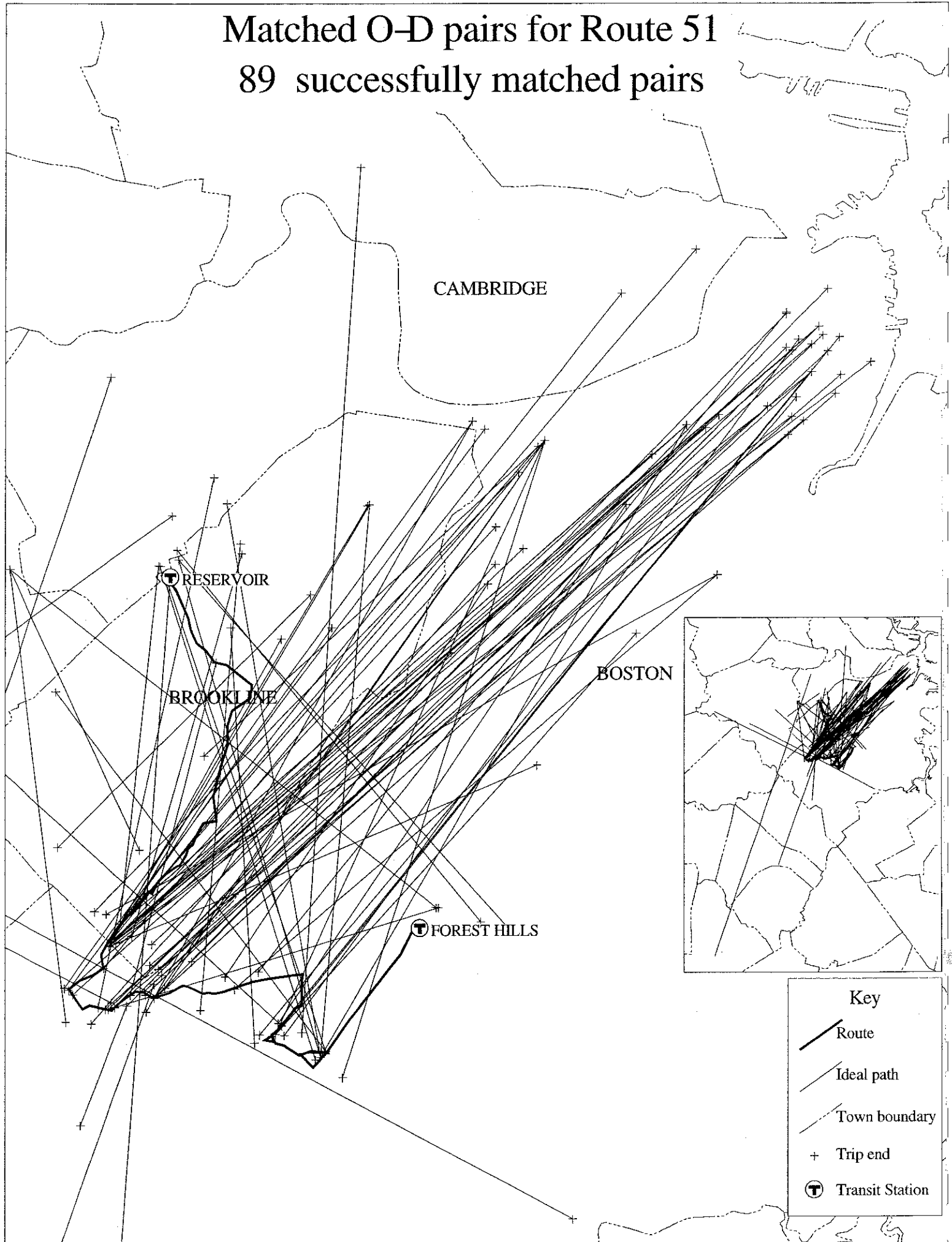
Matched O-D pairs for Route 50

40 successfully matched pairs



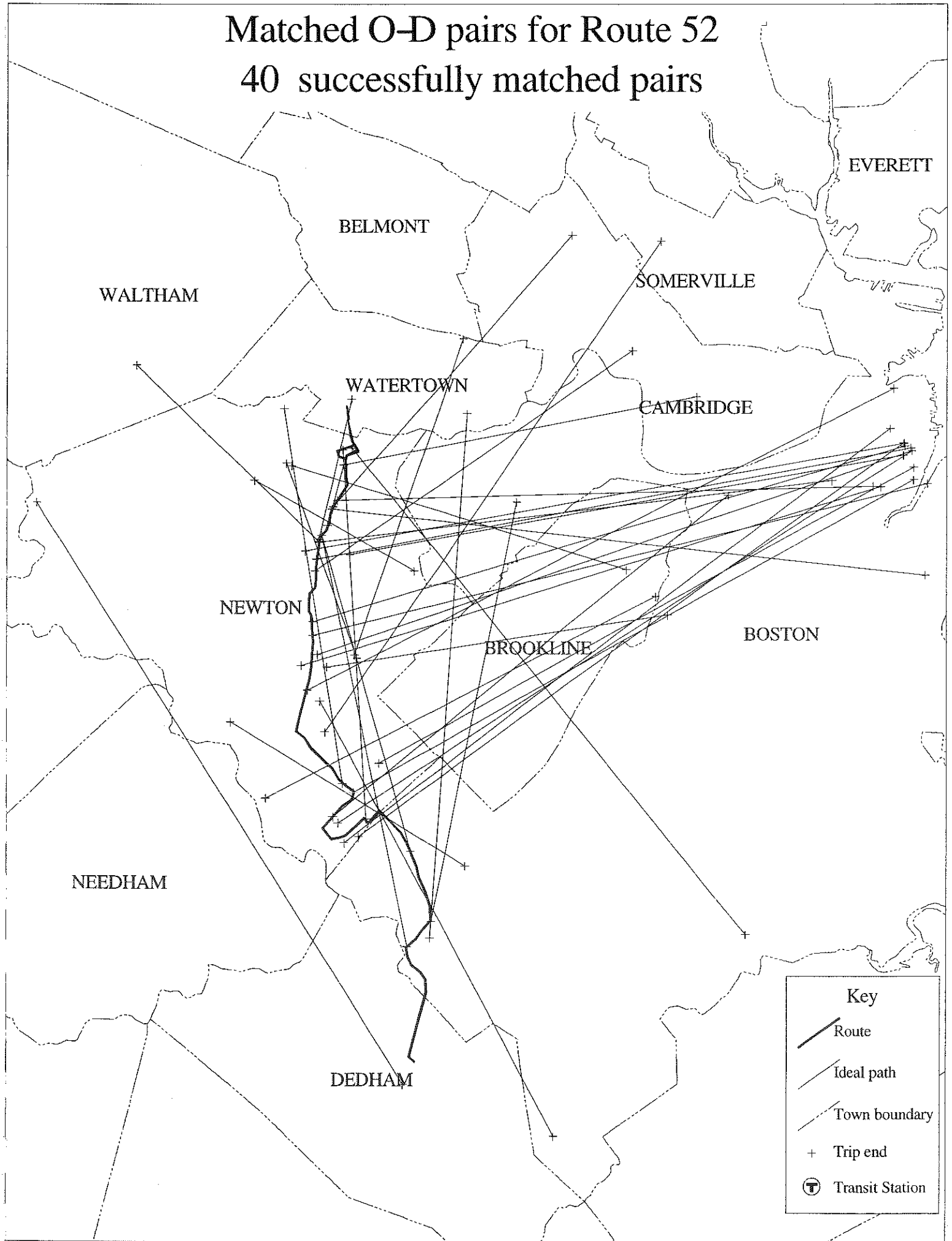
Matched O-D pairs for Route 51

89 successfully matched pairs



Matched O-D pairs for Route 52

40 successfully matched pairs



Matched O-D pairs for Route 55

97 successfully matched pairs

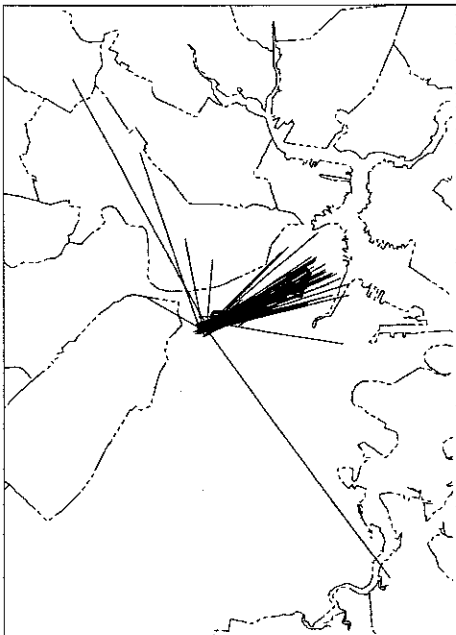
SOMERVILLE

CAMBRIDGE

COPLEY

THYNES CONV CTR/ICA

BOSTON

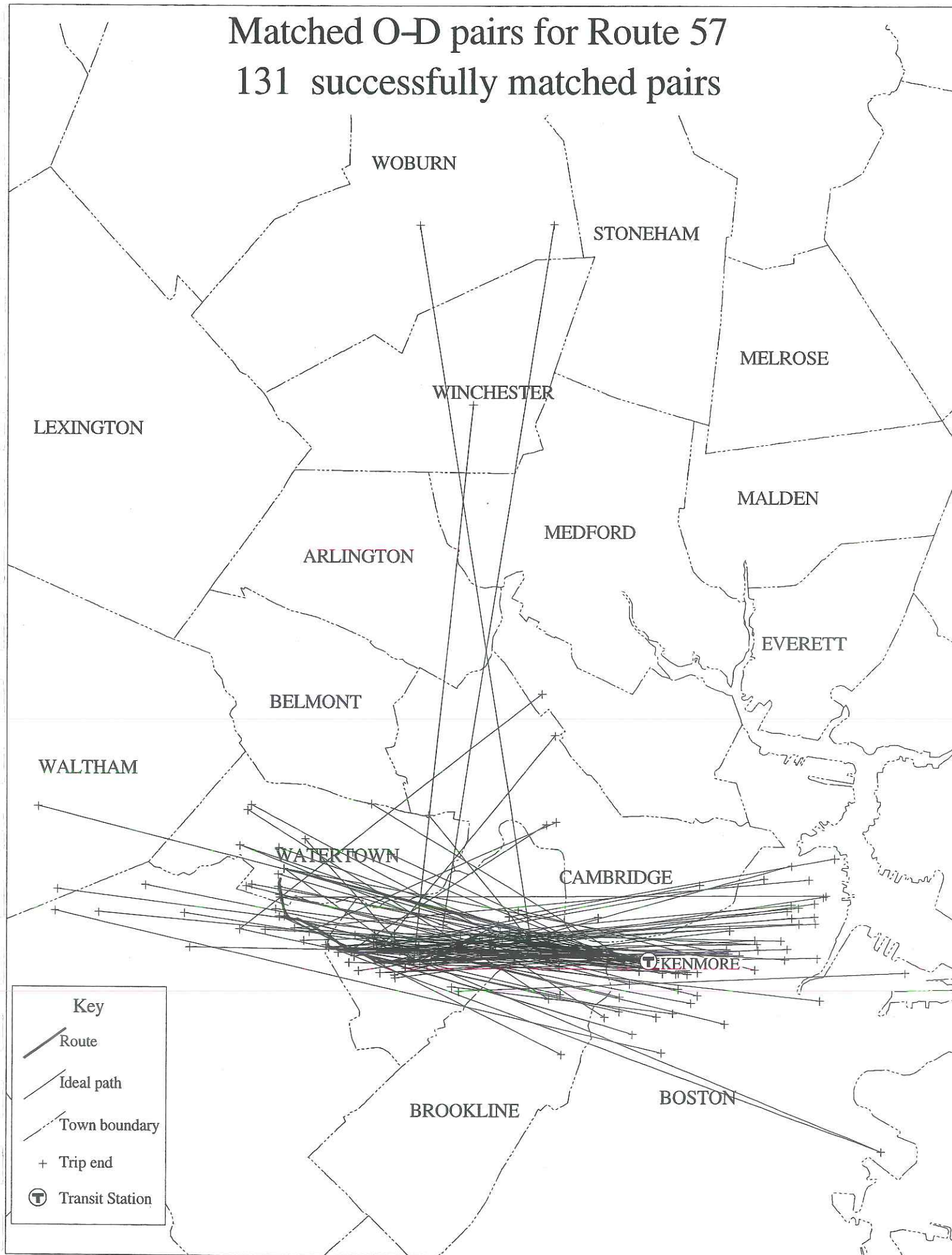


Key

- Route
- Ideal path
- Town boundary
- + Trip end
- Ⓣ Transit Station

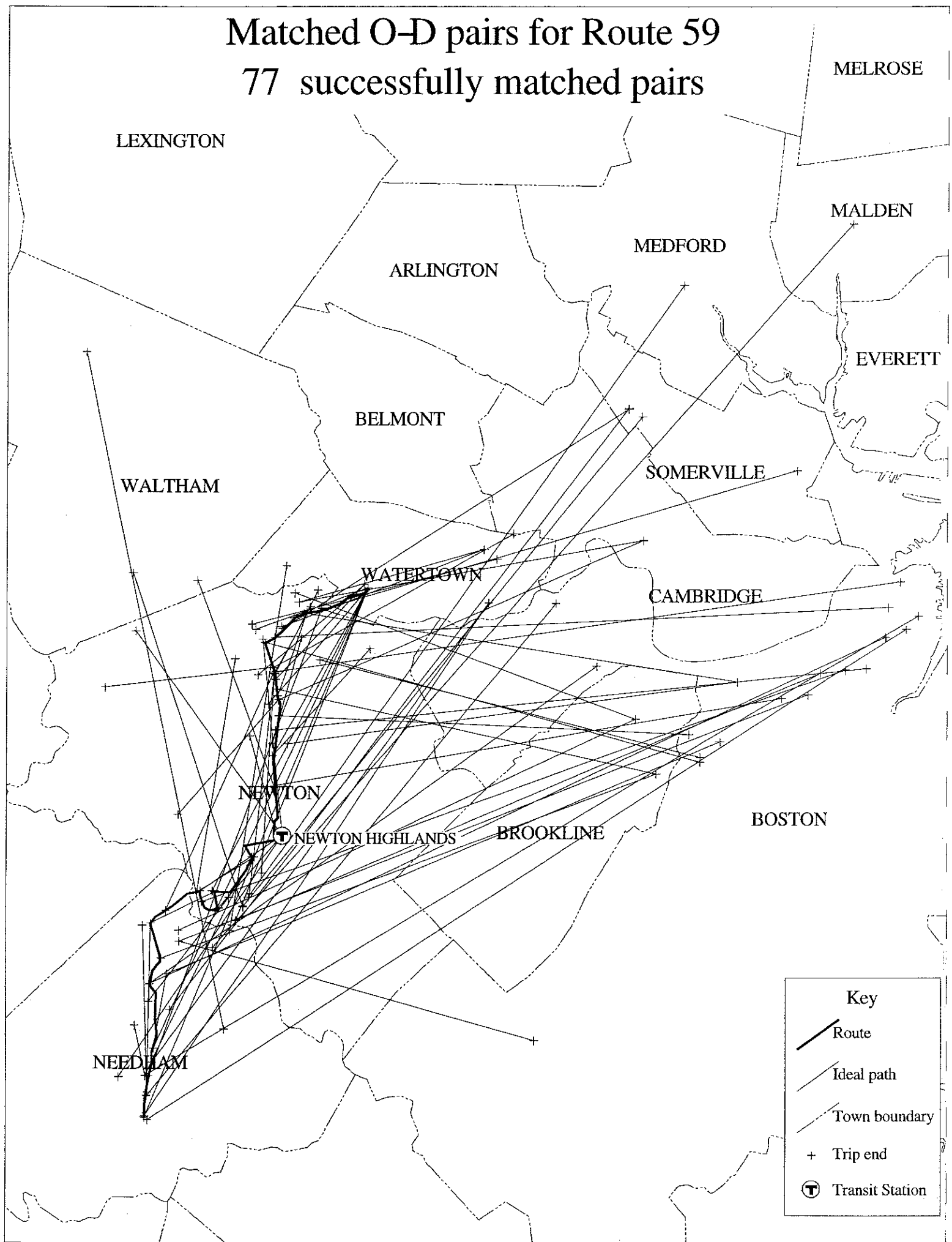
Matched O-D pairs for Route 57

131 successfully matched pairs



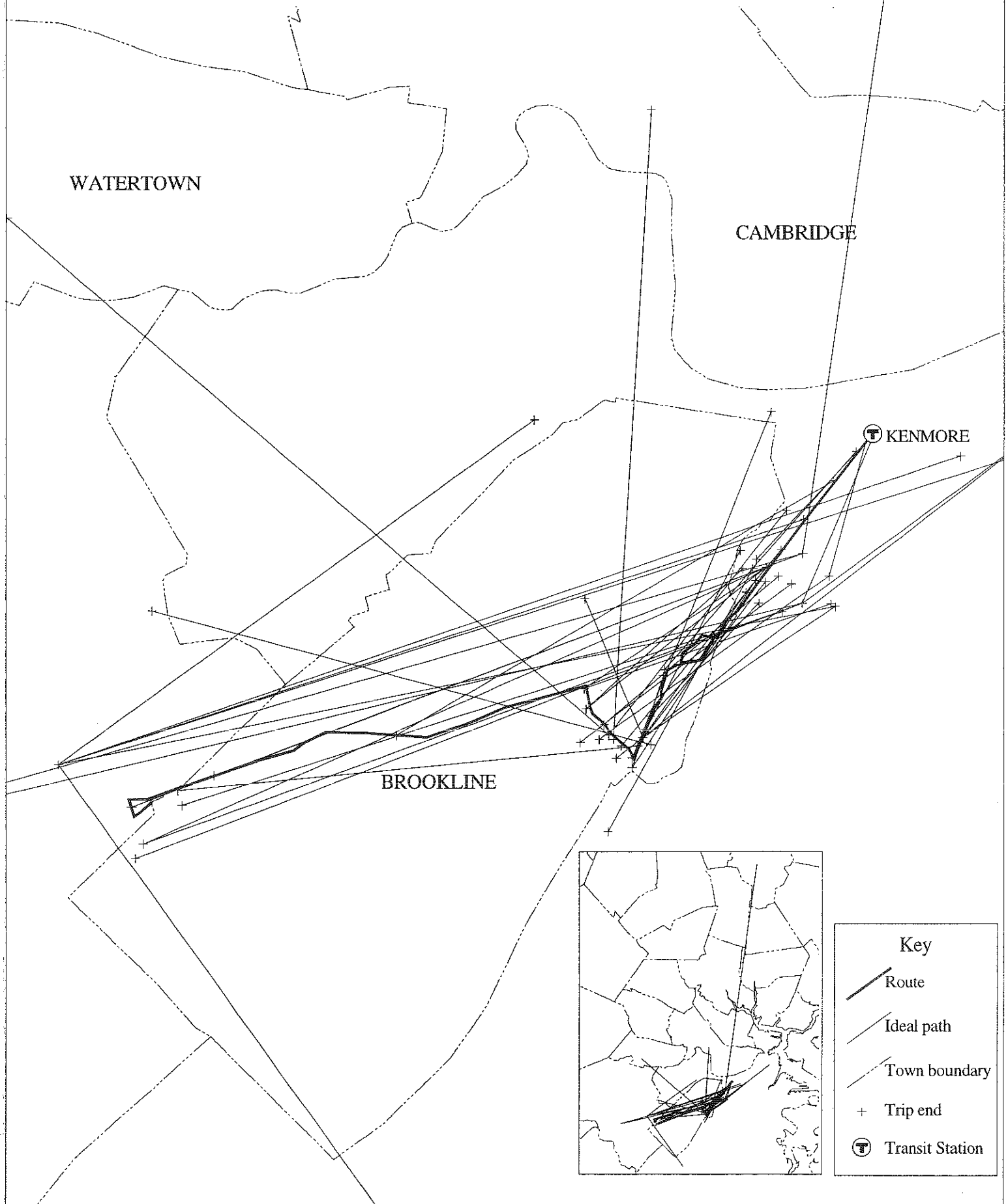
Matched O-D pairs for Route 59

77 successfully matched pairs



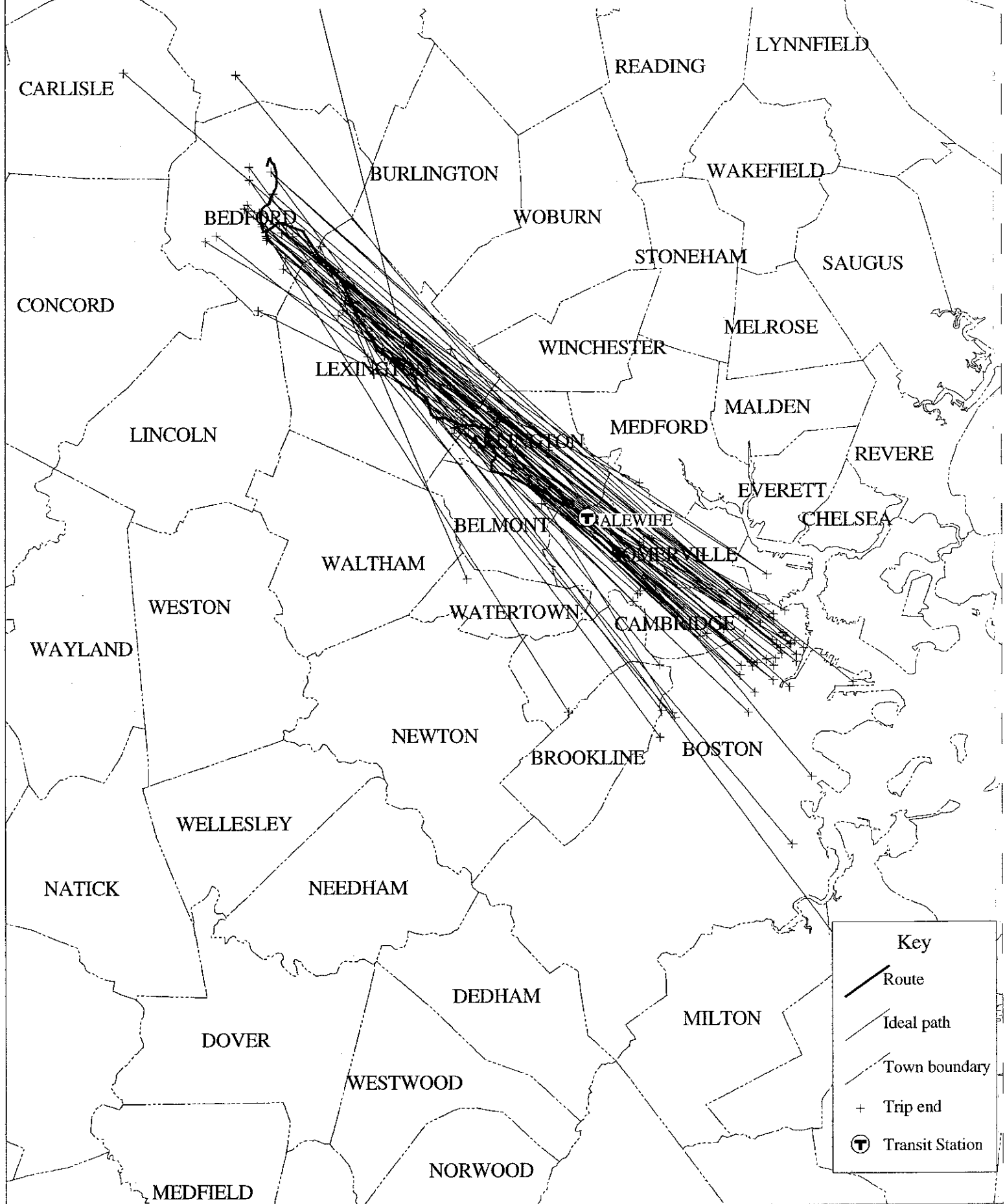
Matched O-D pairs for Route 60

45 successfully matched pairs



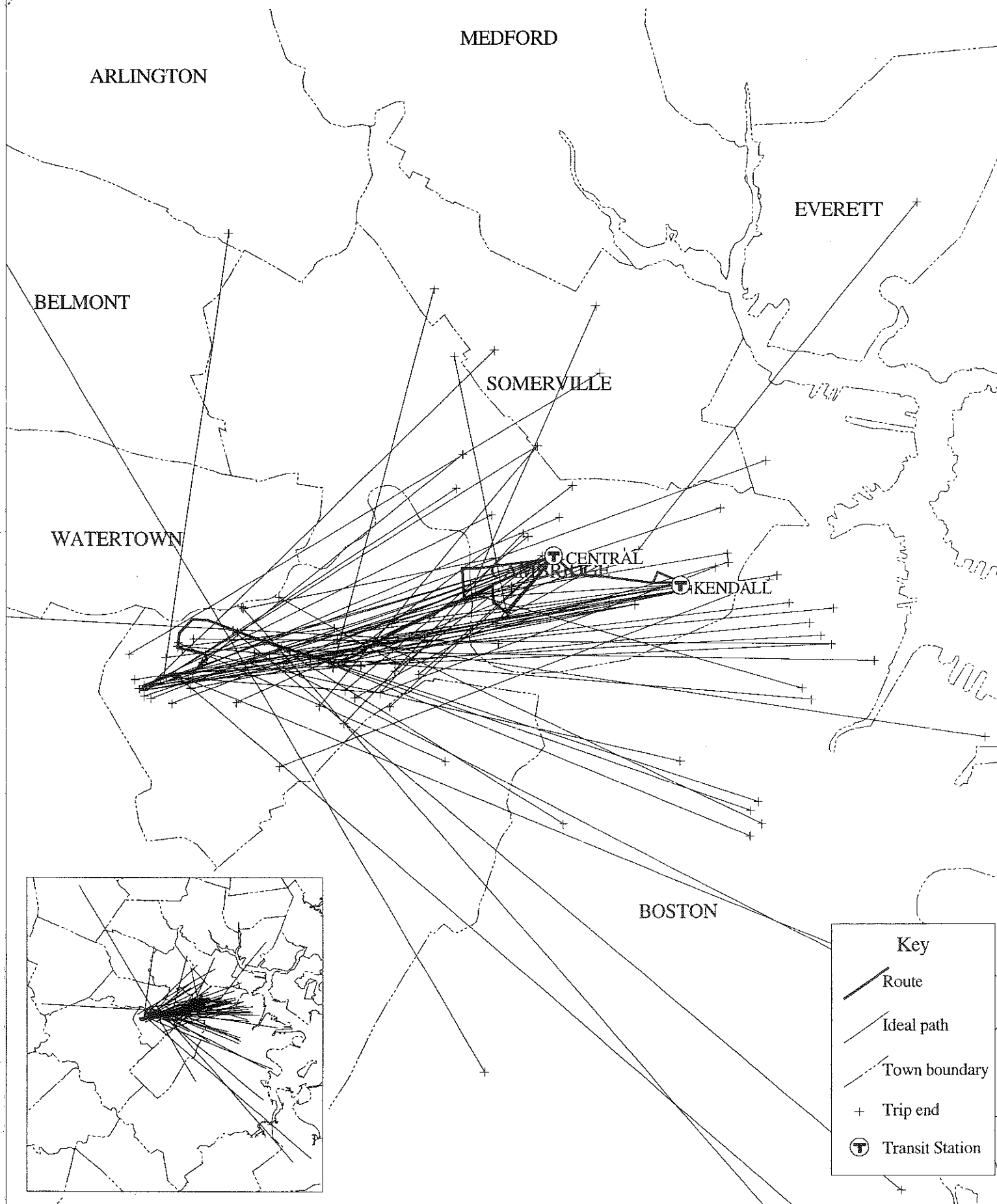
Matched O-D pairs for Route 62

83 successfully matched pairs



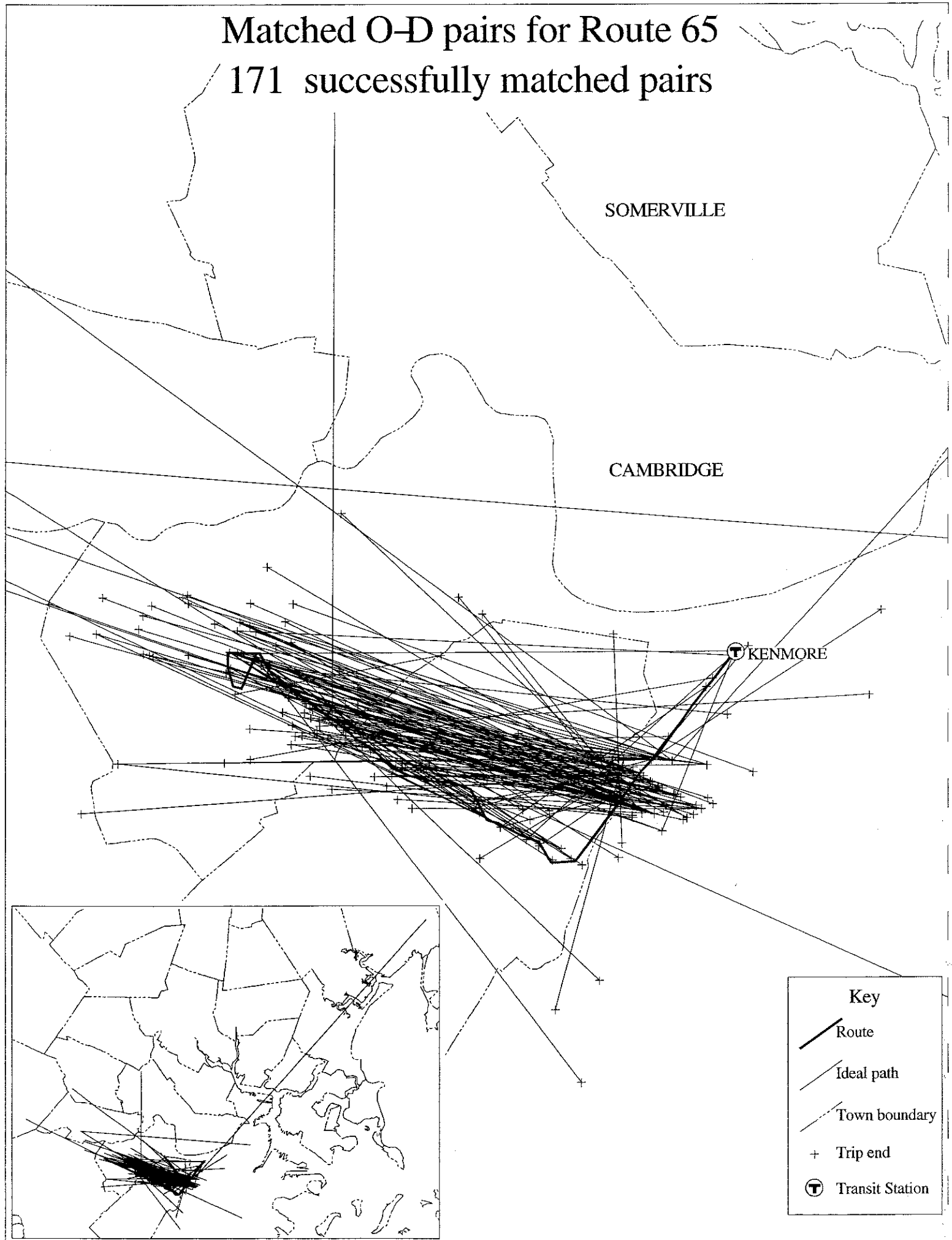
Matched O-D pairs for Route 64

88 successfully matched pairs



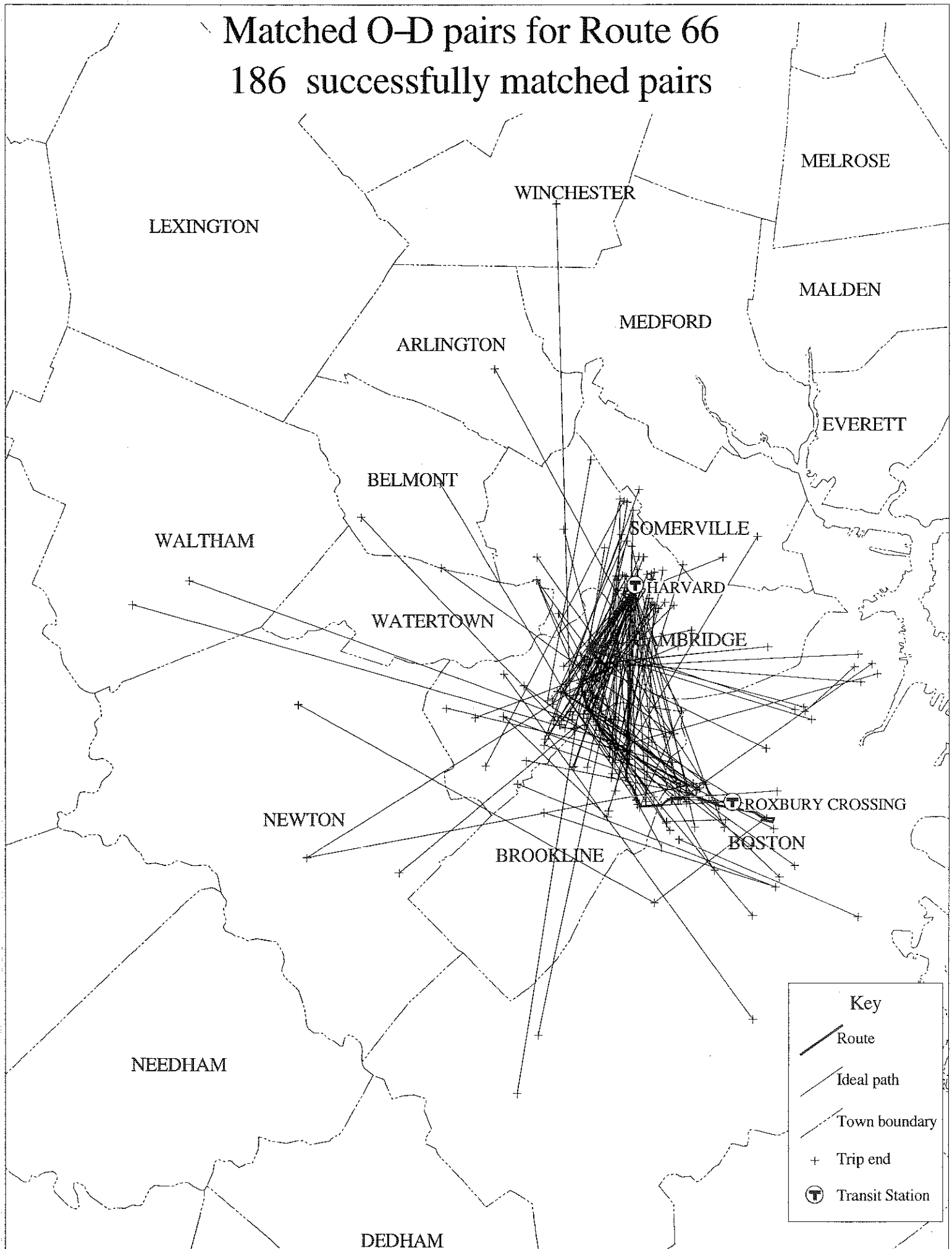
Matched O-D pairs for Route 65

171 successfully matched pairs



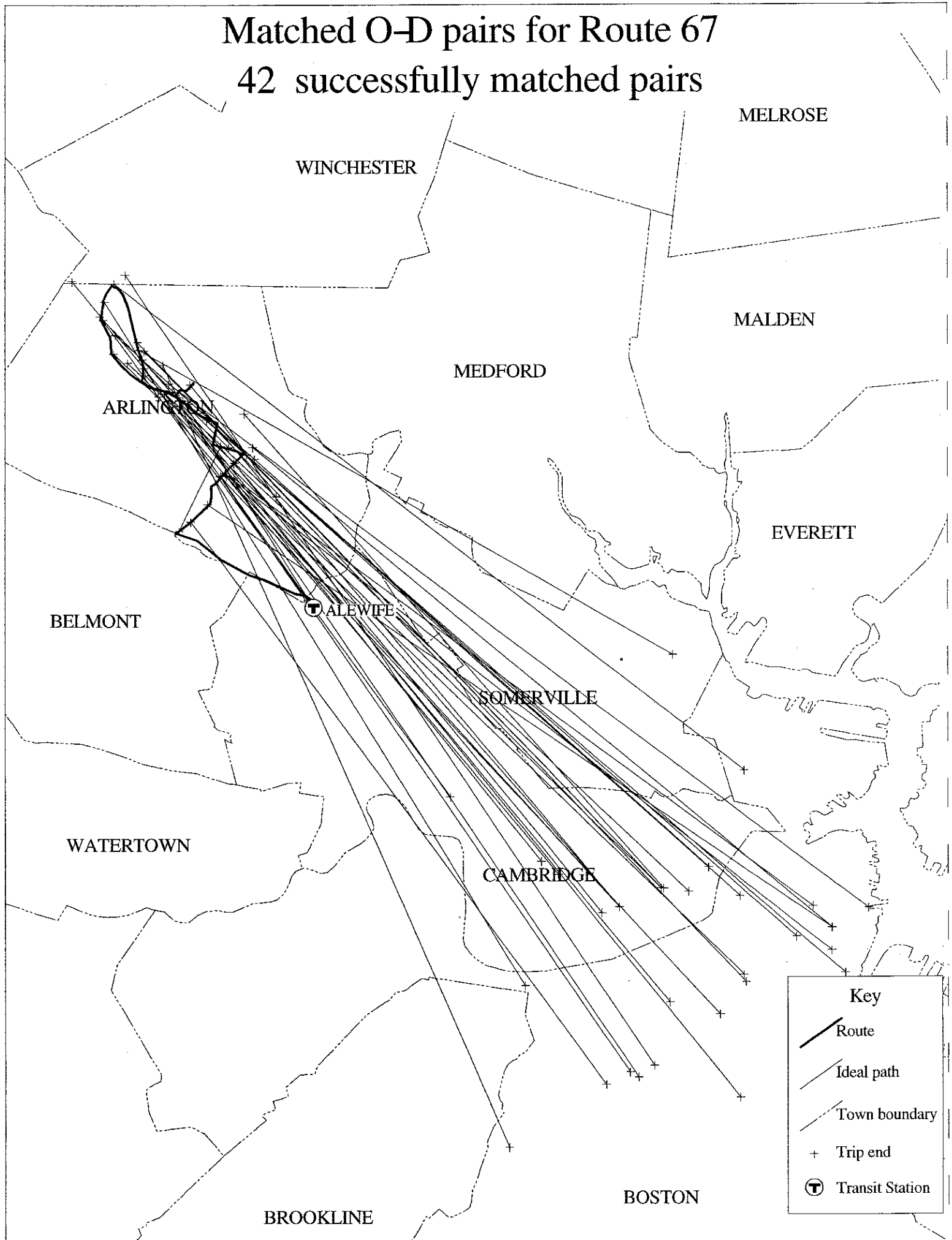
Matched O-D pairs for Route 66

186 successfully matched pairs



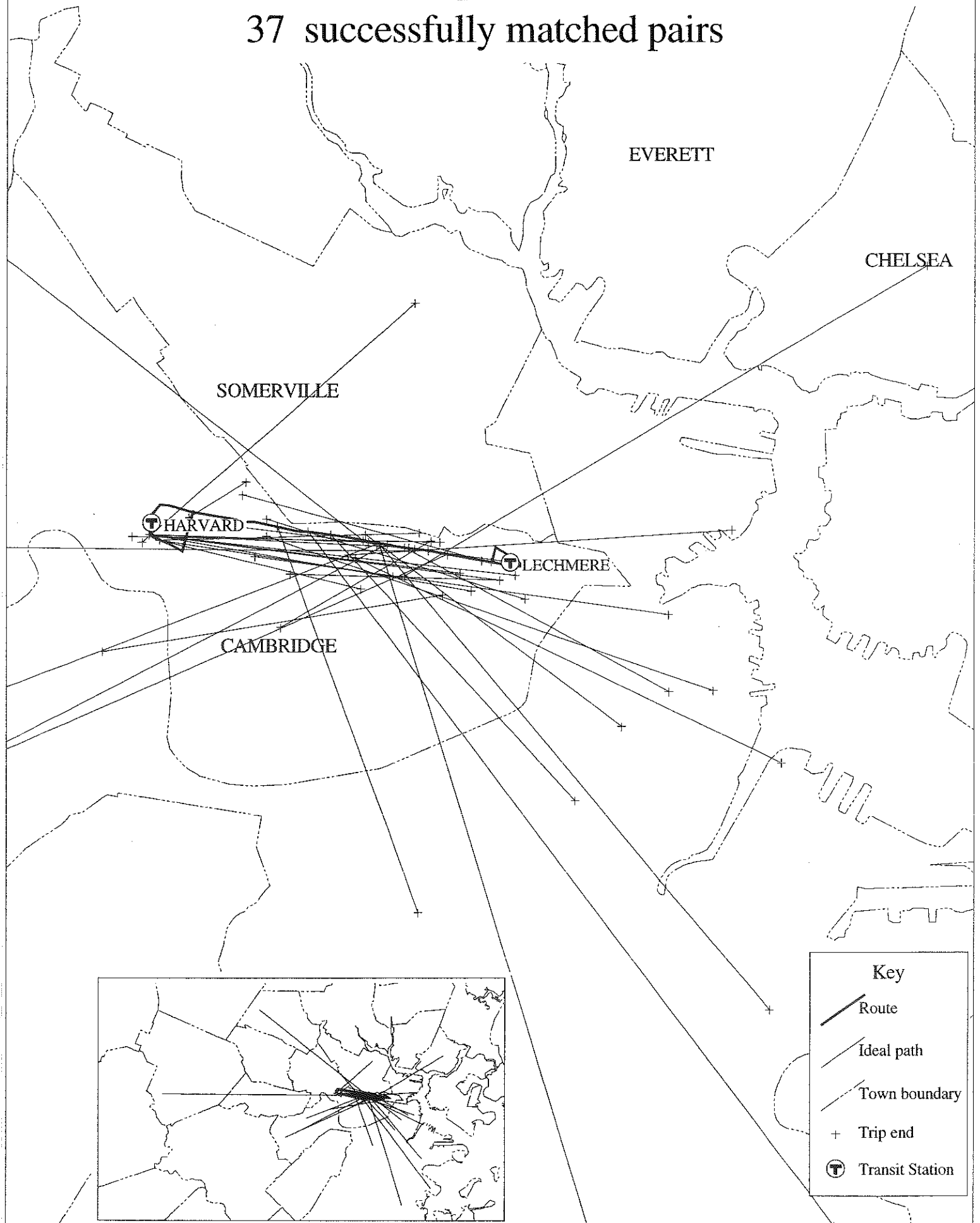
Matched O-D pairs for Route 67

42 successfully matched pairs



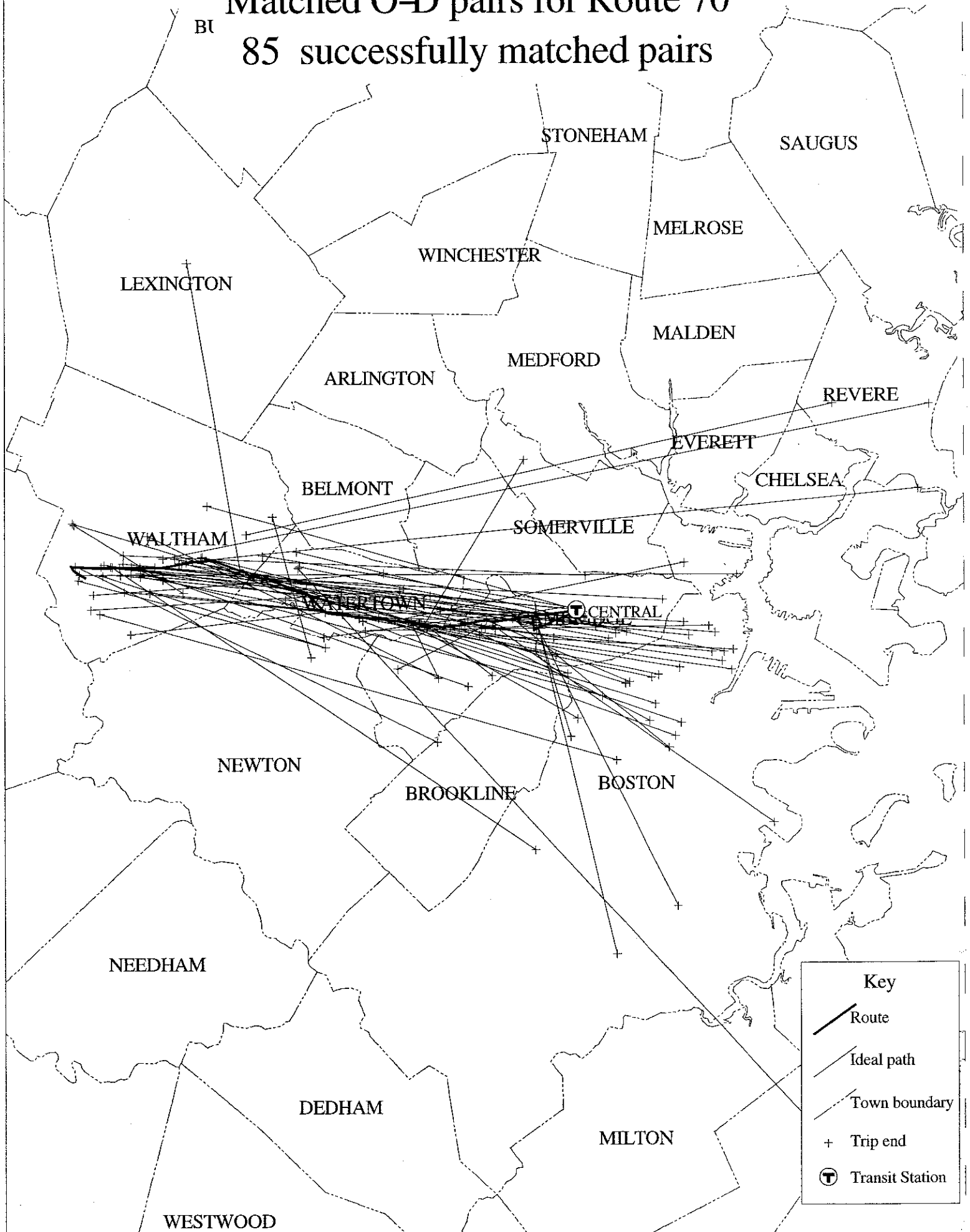
Matched O-D pairs for Route 69

37 successfully matched pairs



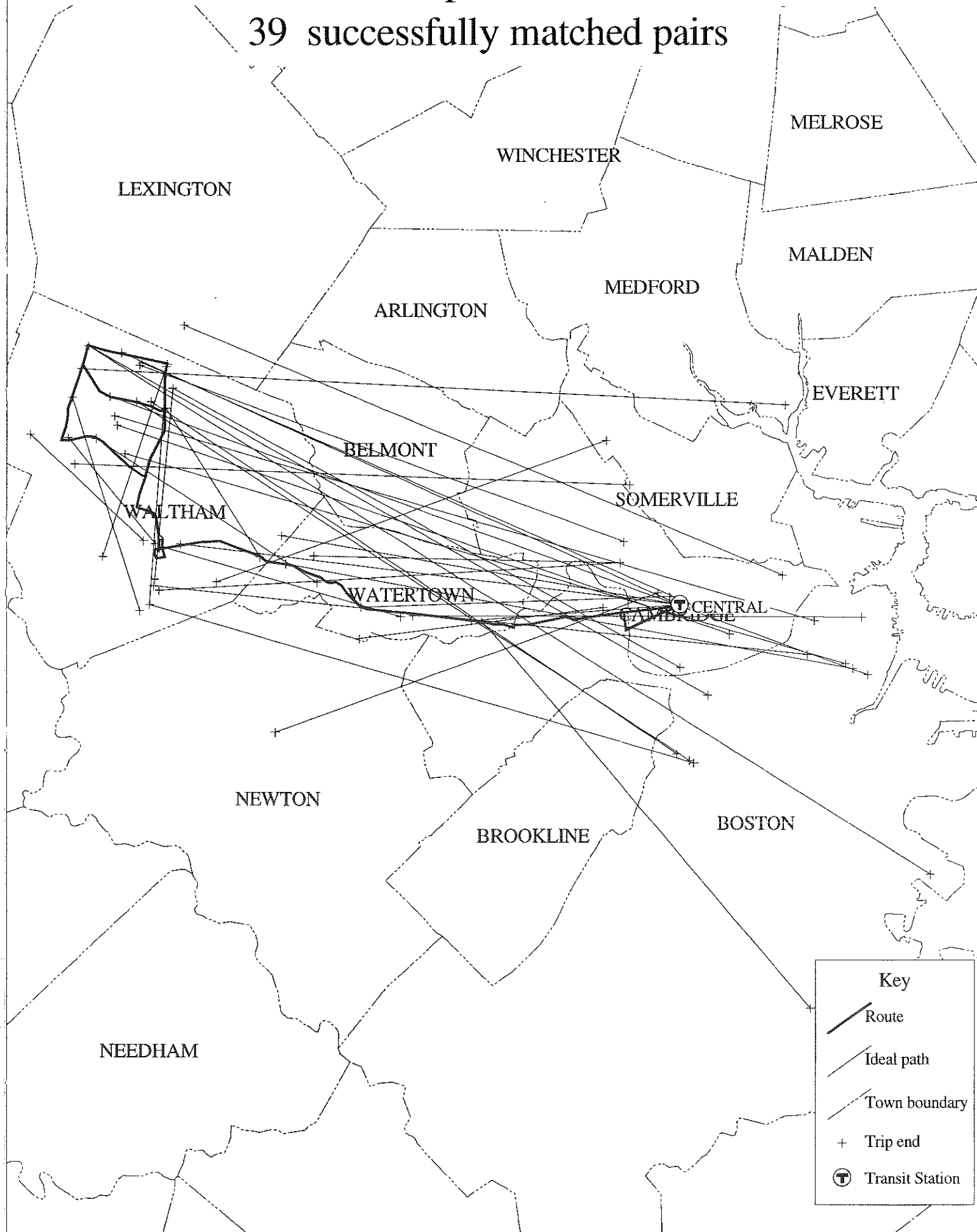
Matched O-D pairs for Route 70

85 successfully matched pairs



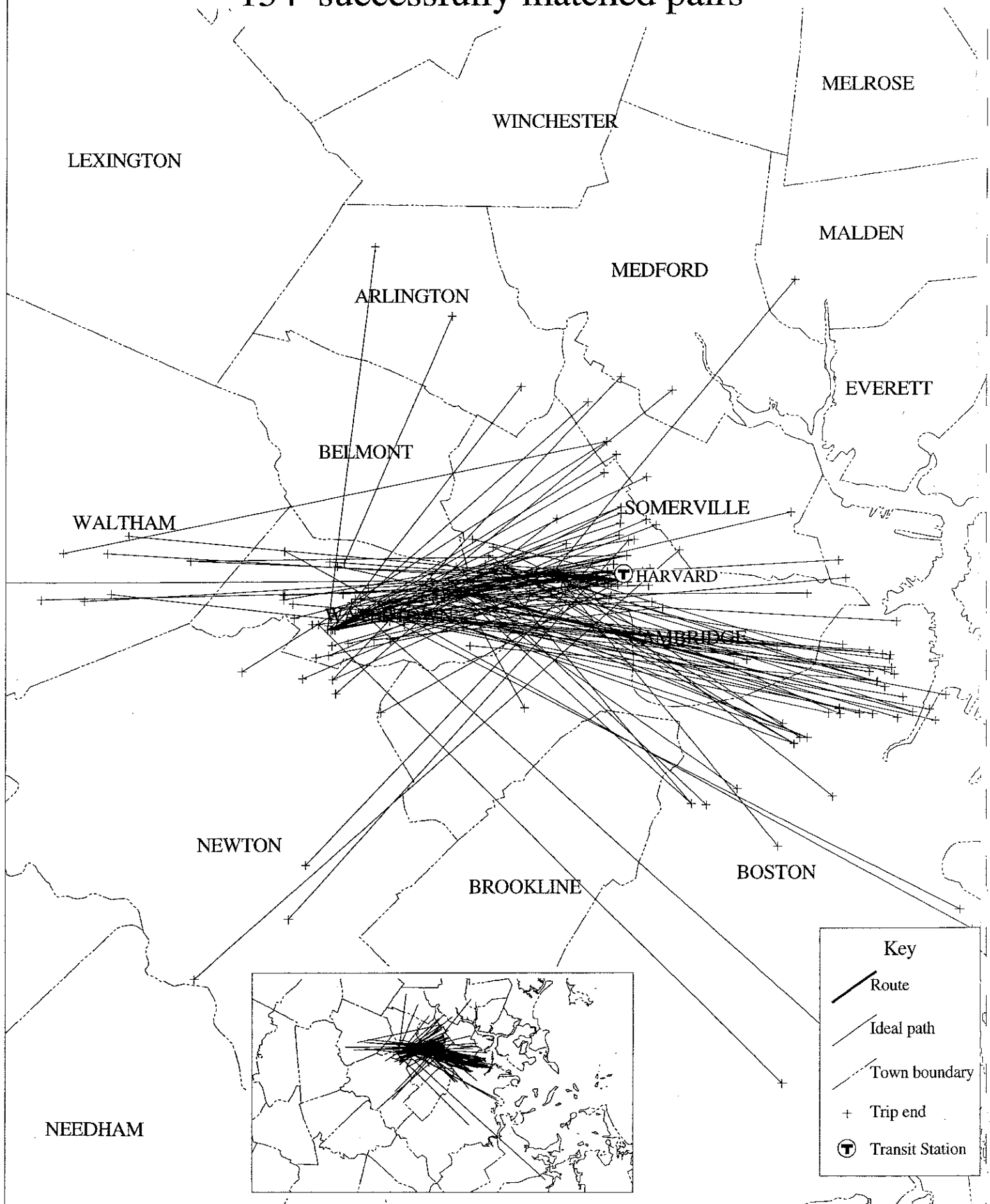
Matched O-D pairs for Route 70A

39 successfully matched pairs



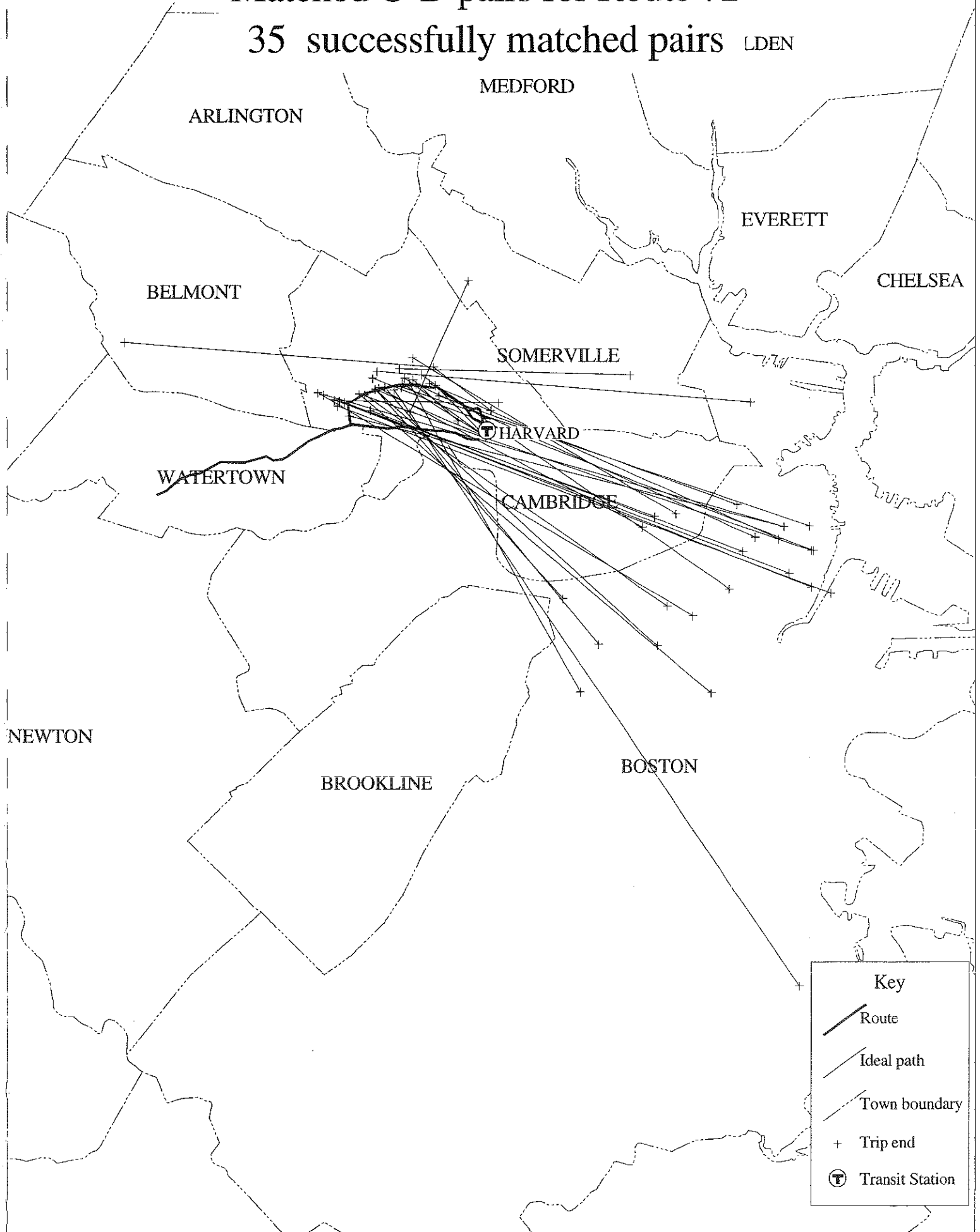
Matched O-D pairs for Route 71

154 successfully matched pairs



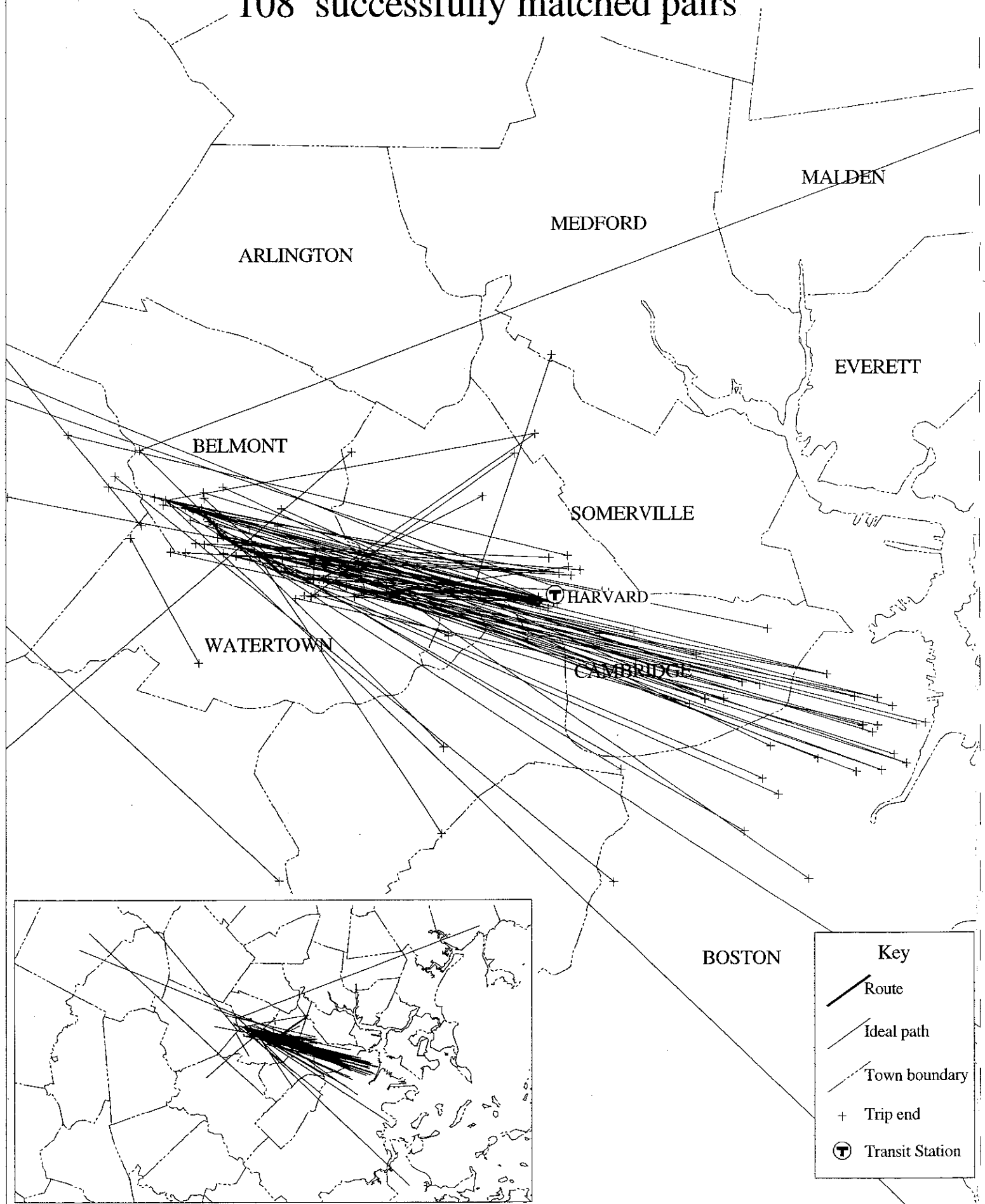
Matched O-D pairs for Route 72

35 successfully matched pairs LDEN



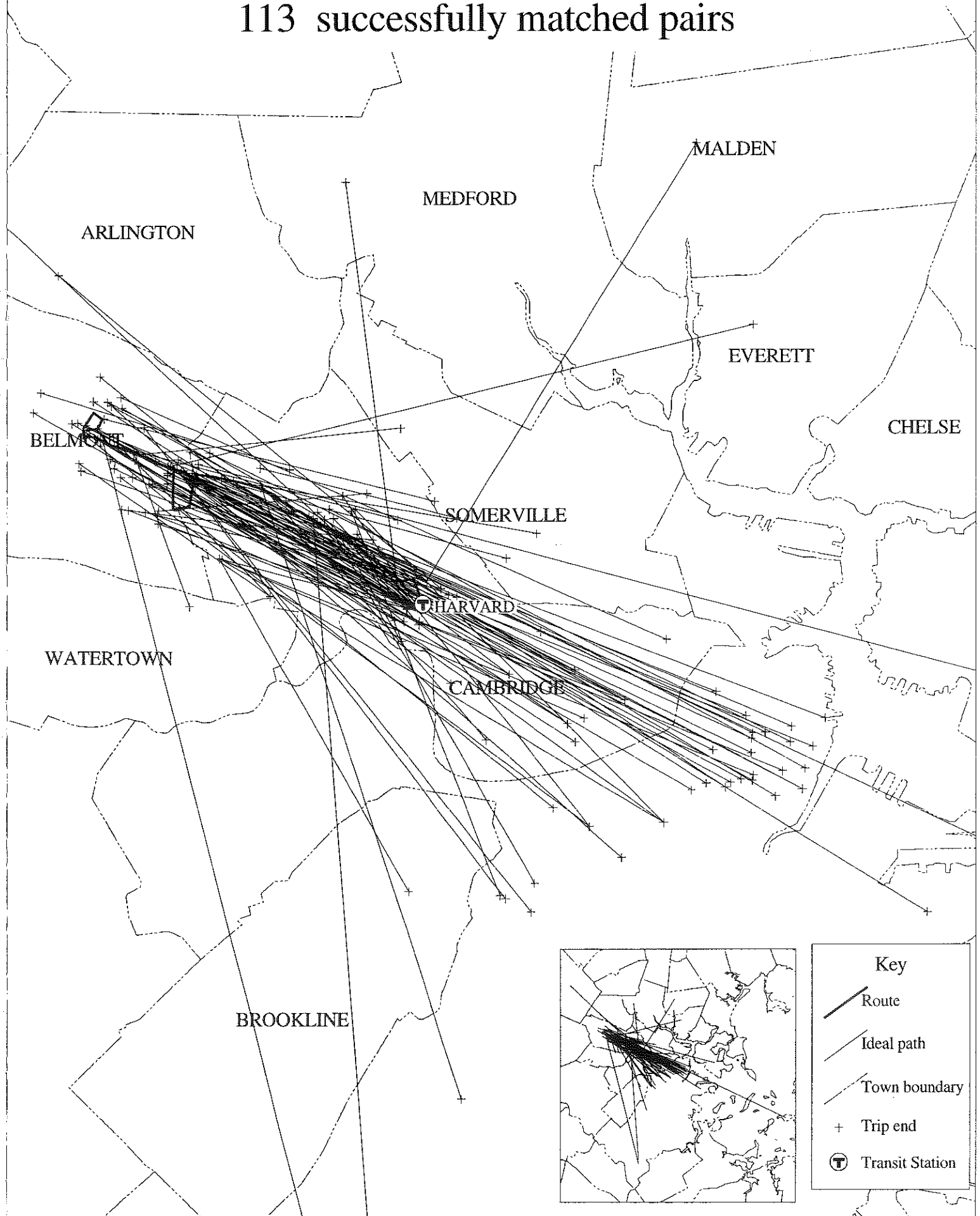
Matched O-D pairs for Route 73

108 successfully matched pairs



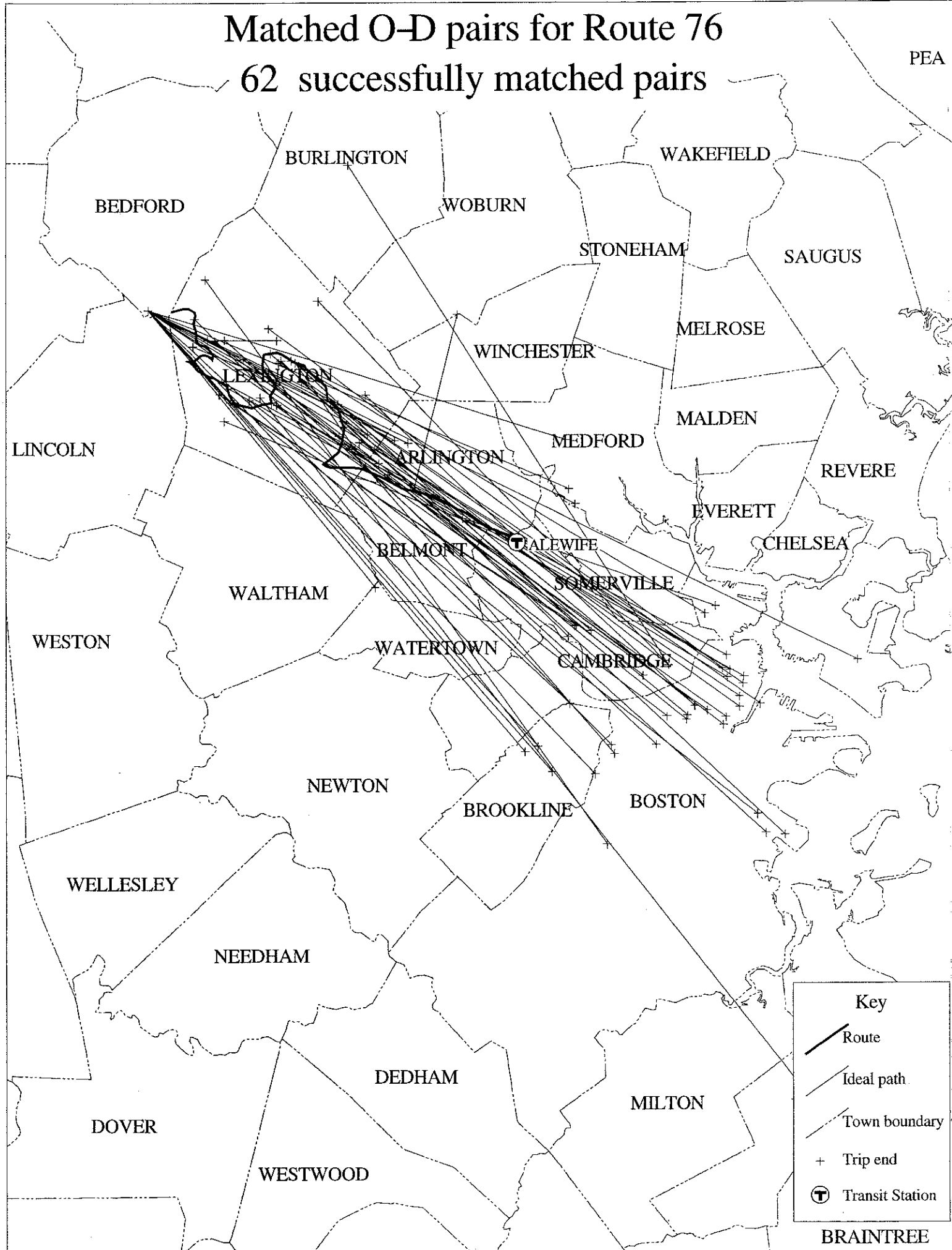
Matched O-D pairs for Route 74

113 successfully matched pairs



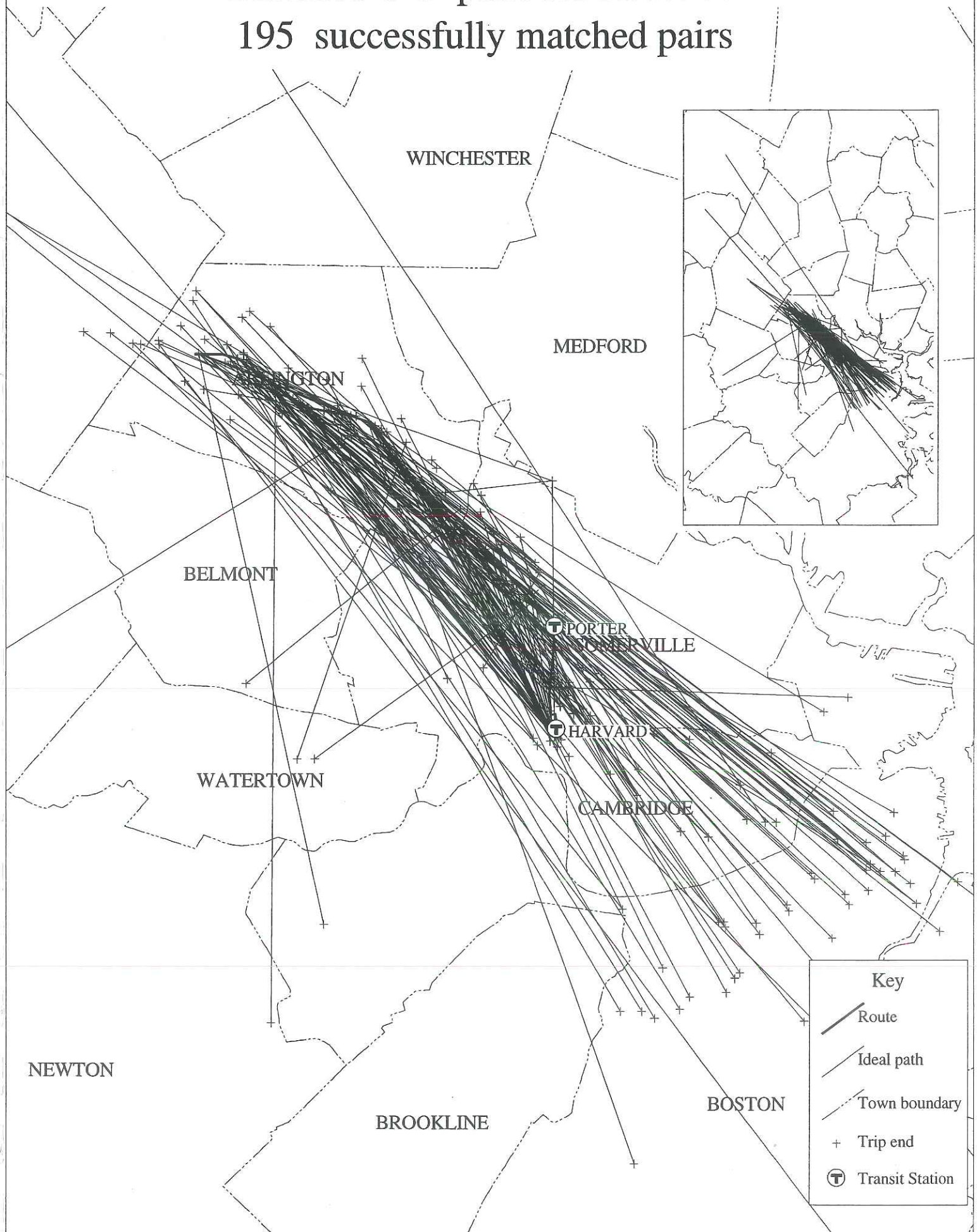
Matched O-D pairs for Route 76

62 successfully matched pairs



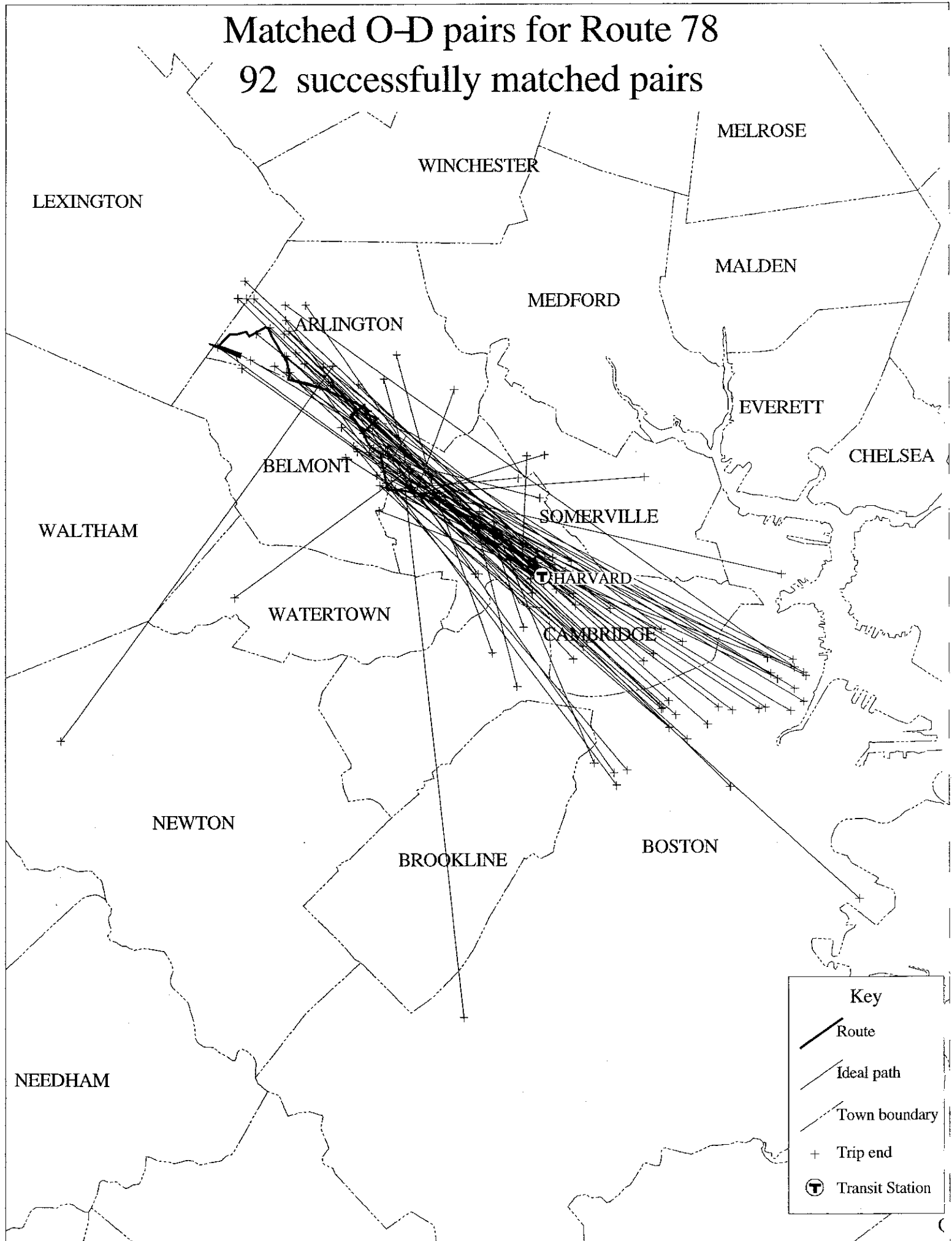
Matched O-D pairs for Route 77

195 successfully matched pairs



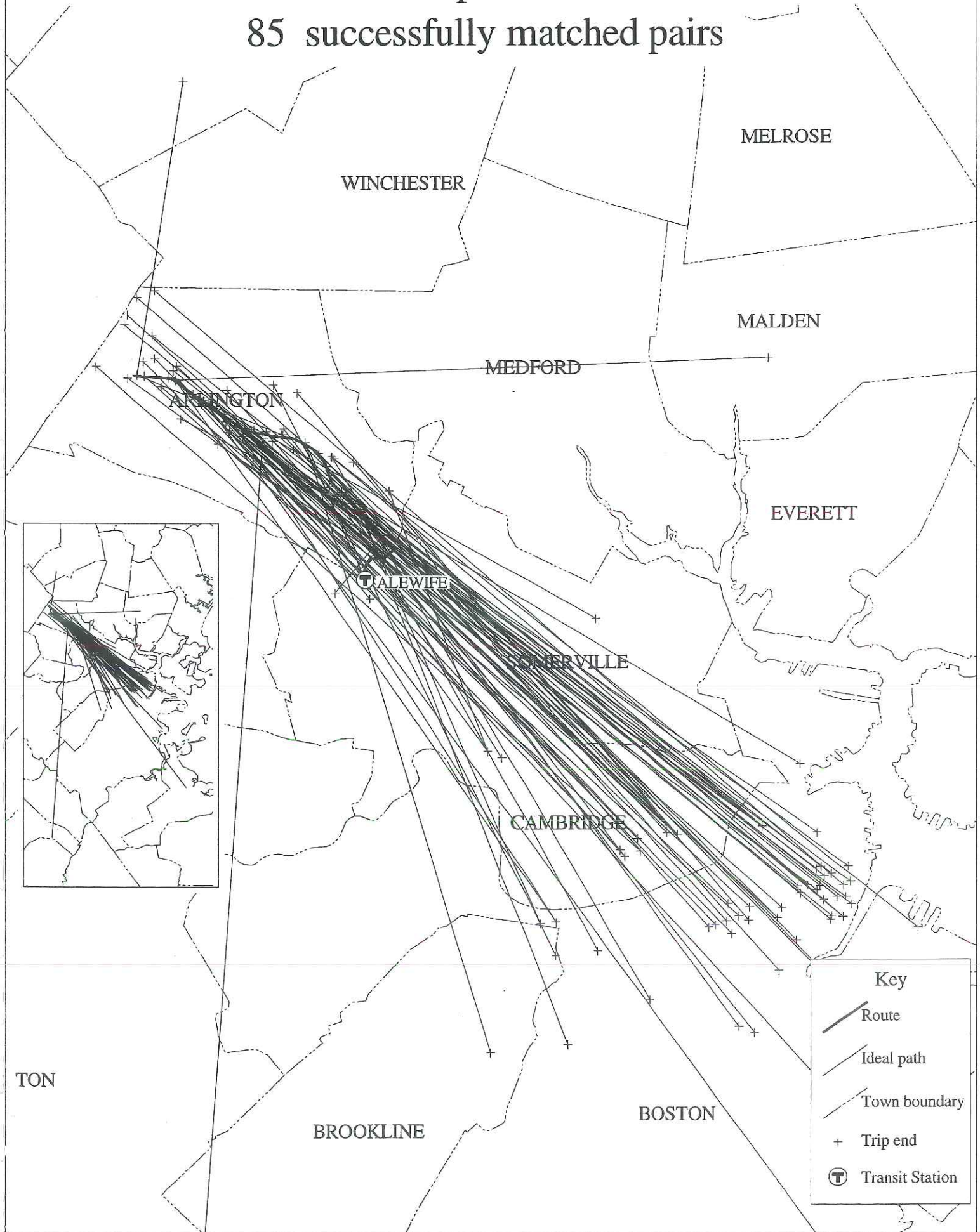
Matched O-D pairs for Route 78

92 successfully matched pairs



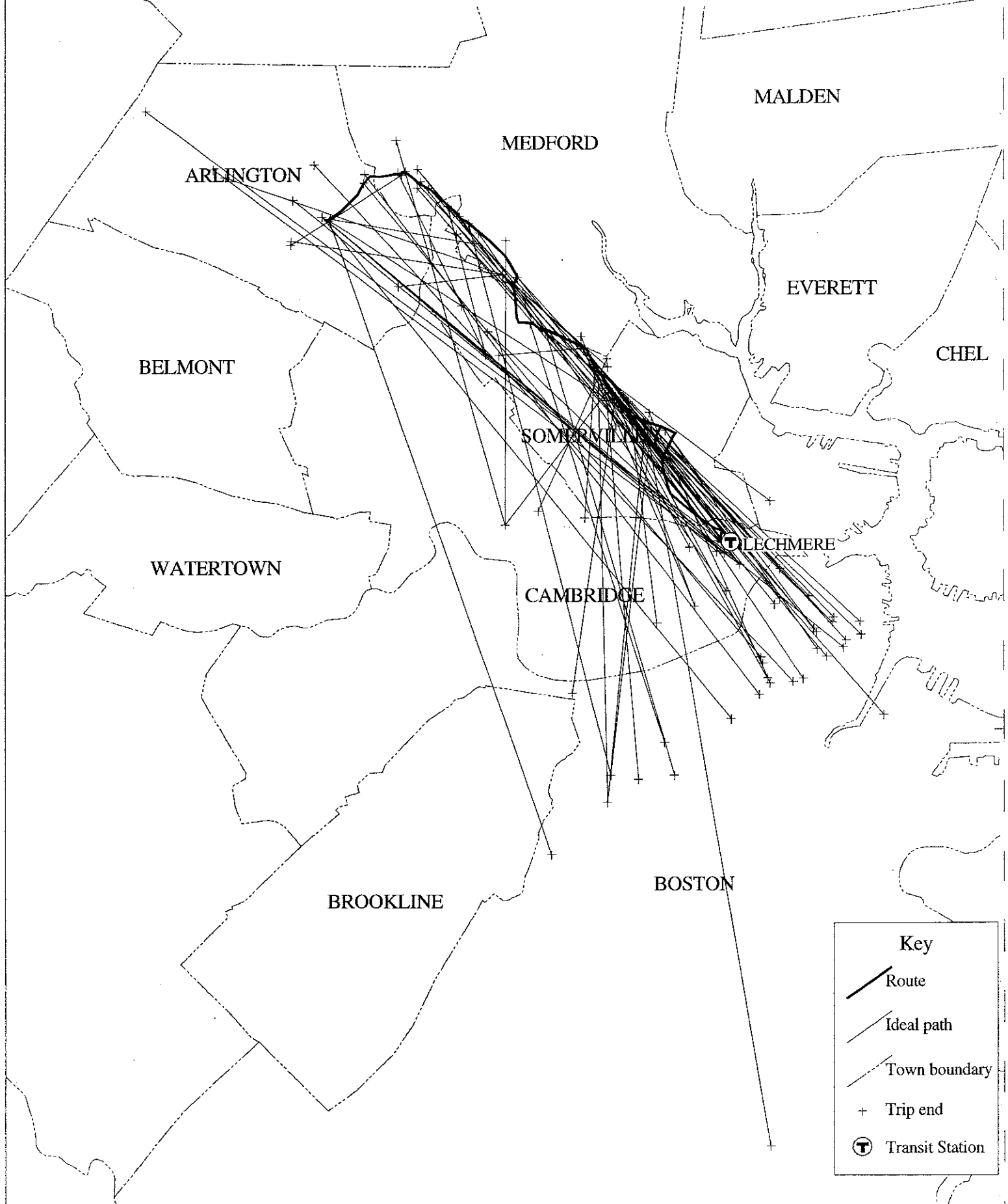
Matched O-D pairs for Route 79

85 successfully matched pairs



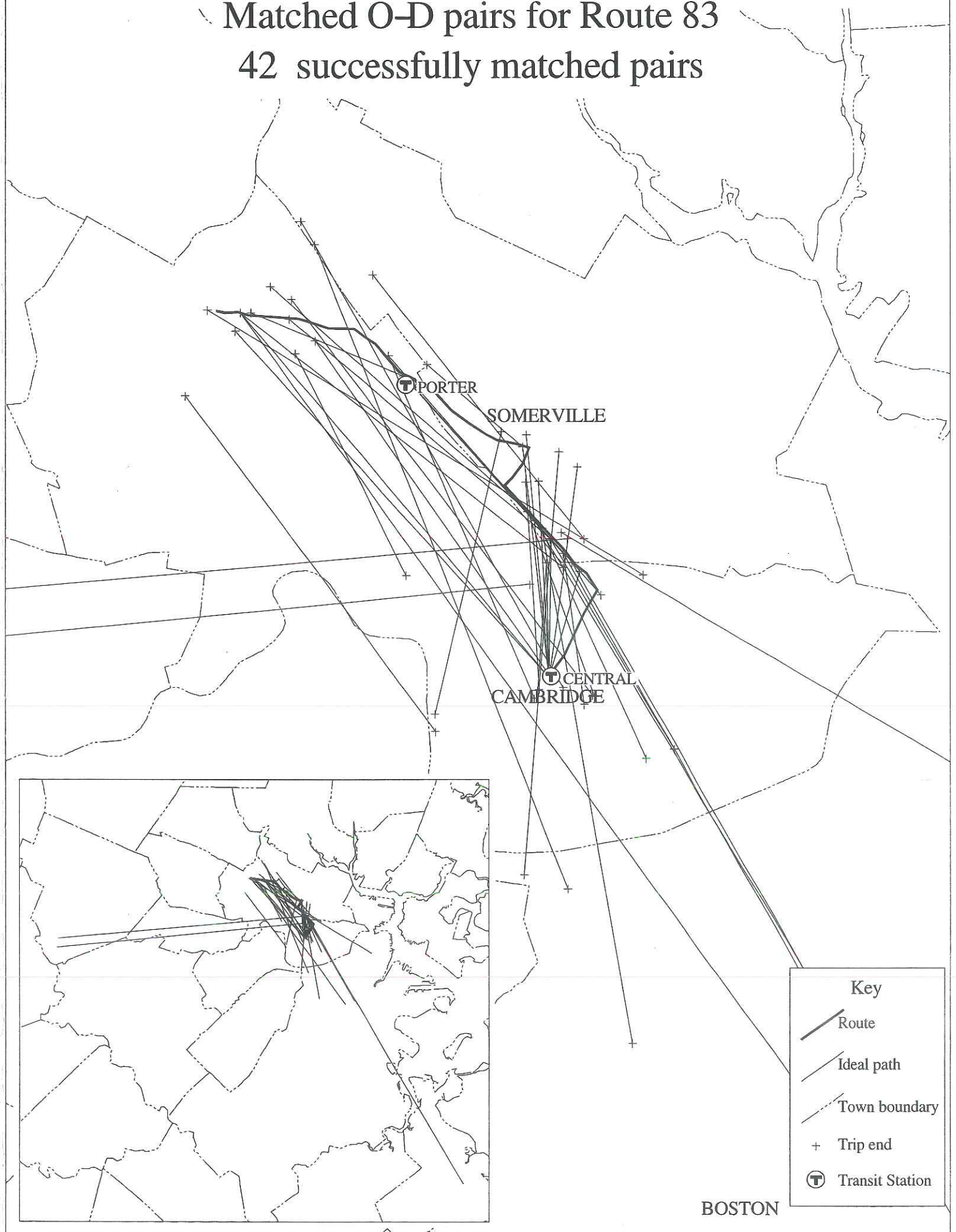
Matched O-D pairs for Route 80

87 successfully matched pairs



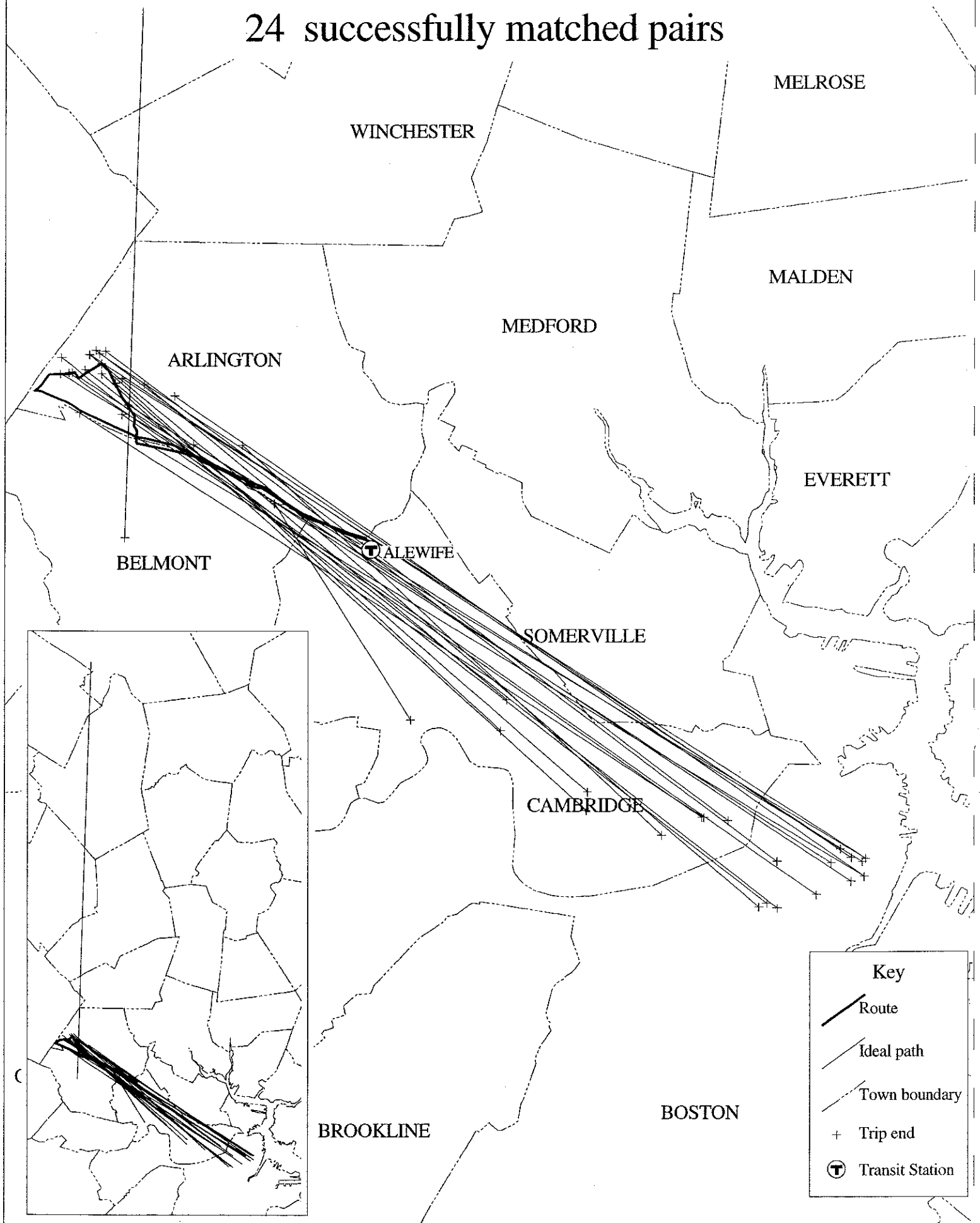
Matched O-D pairs for Route 83

42 successfully matched pairs



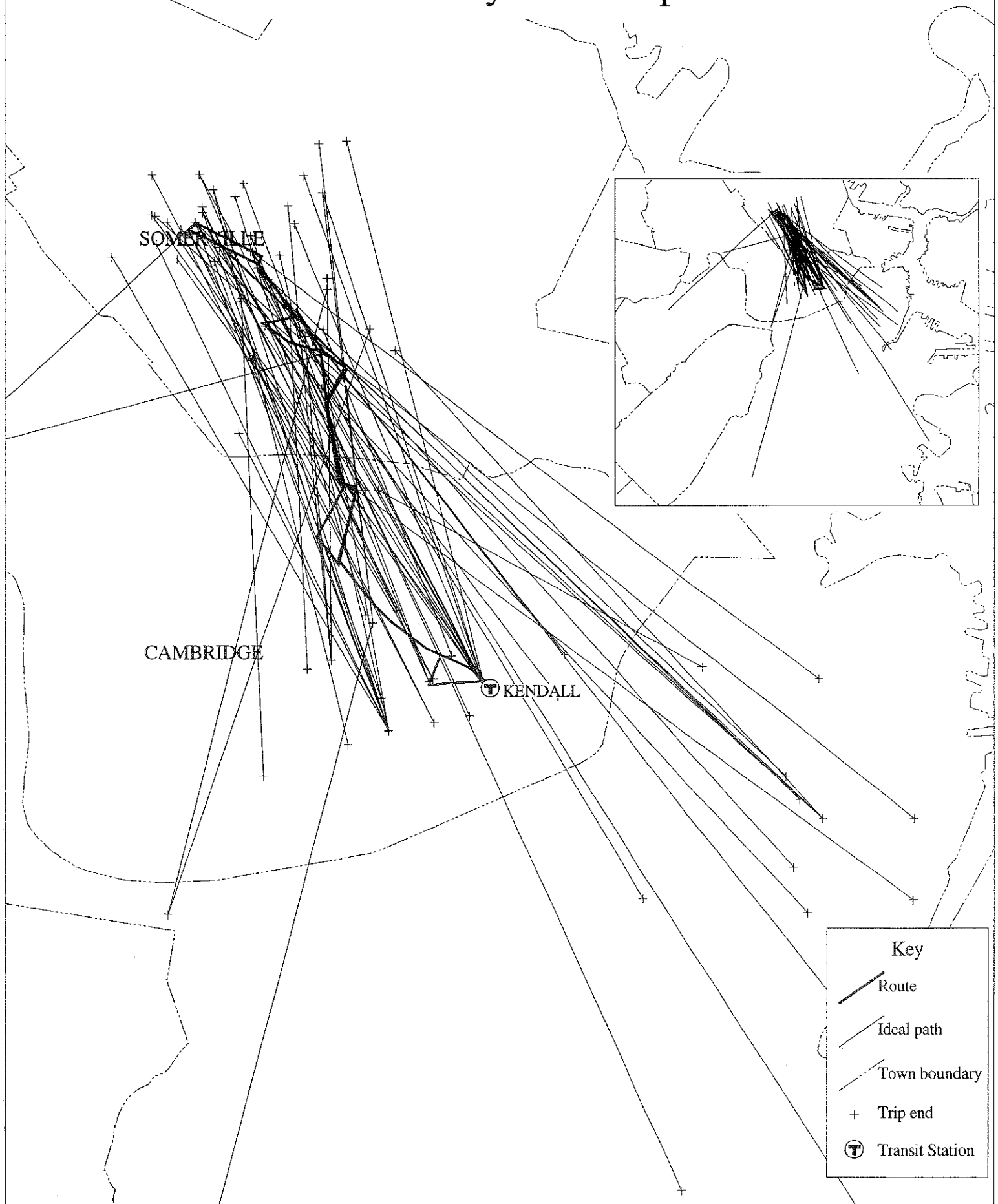
Matched O-D pairs for Route 84

24 successfully matched pairs



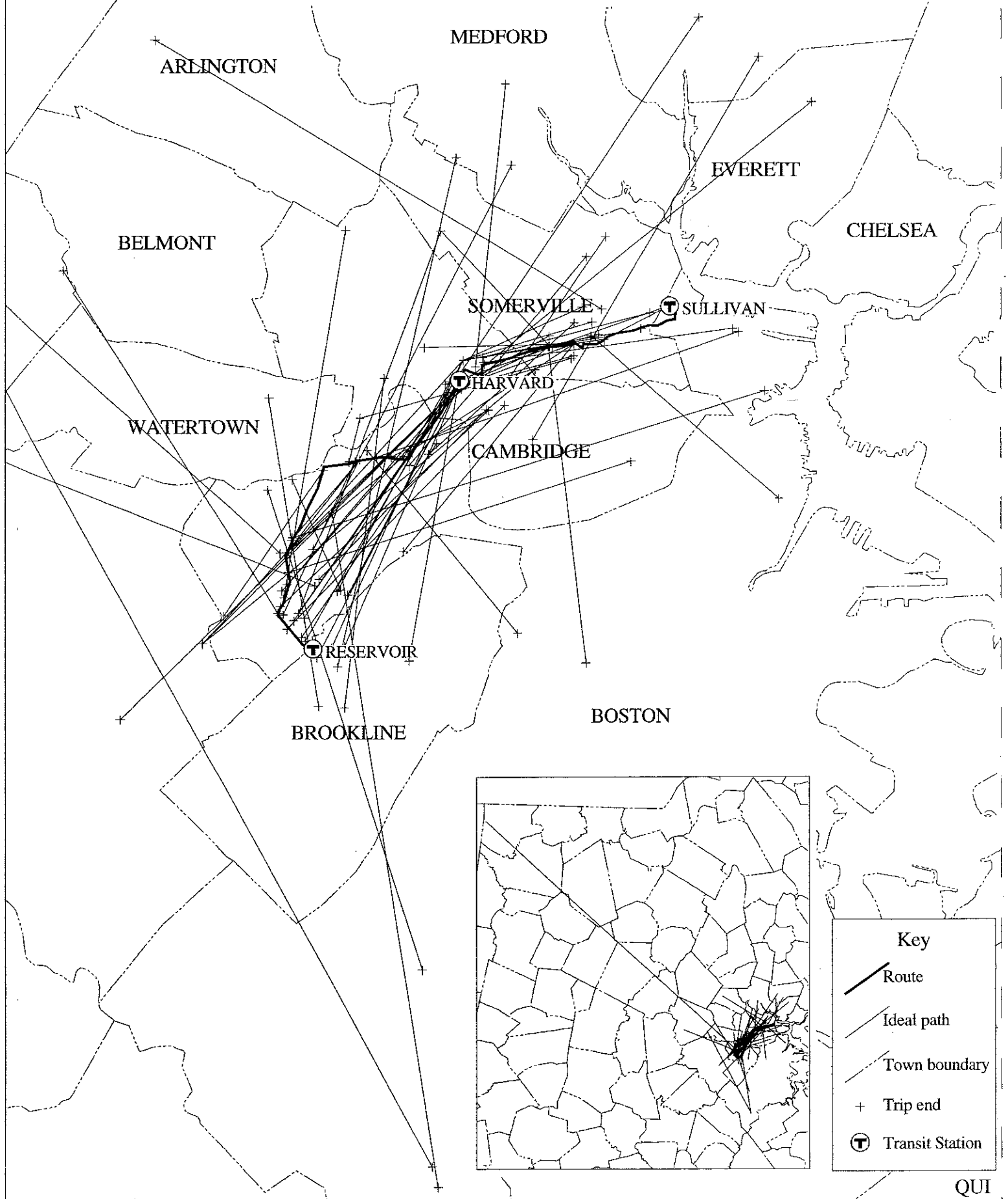
Matched O-D pairs for Route 85

69 successfully matched pairs



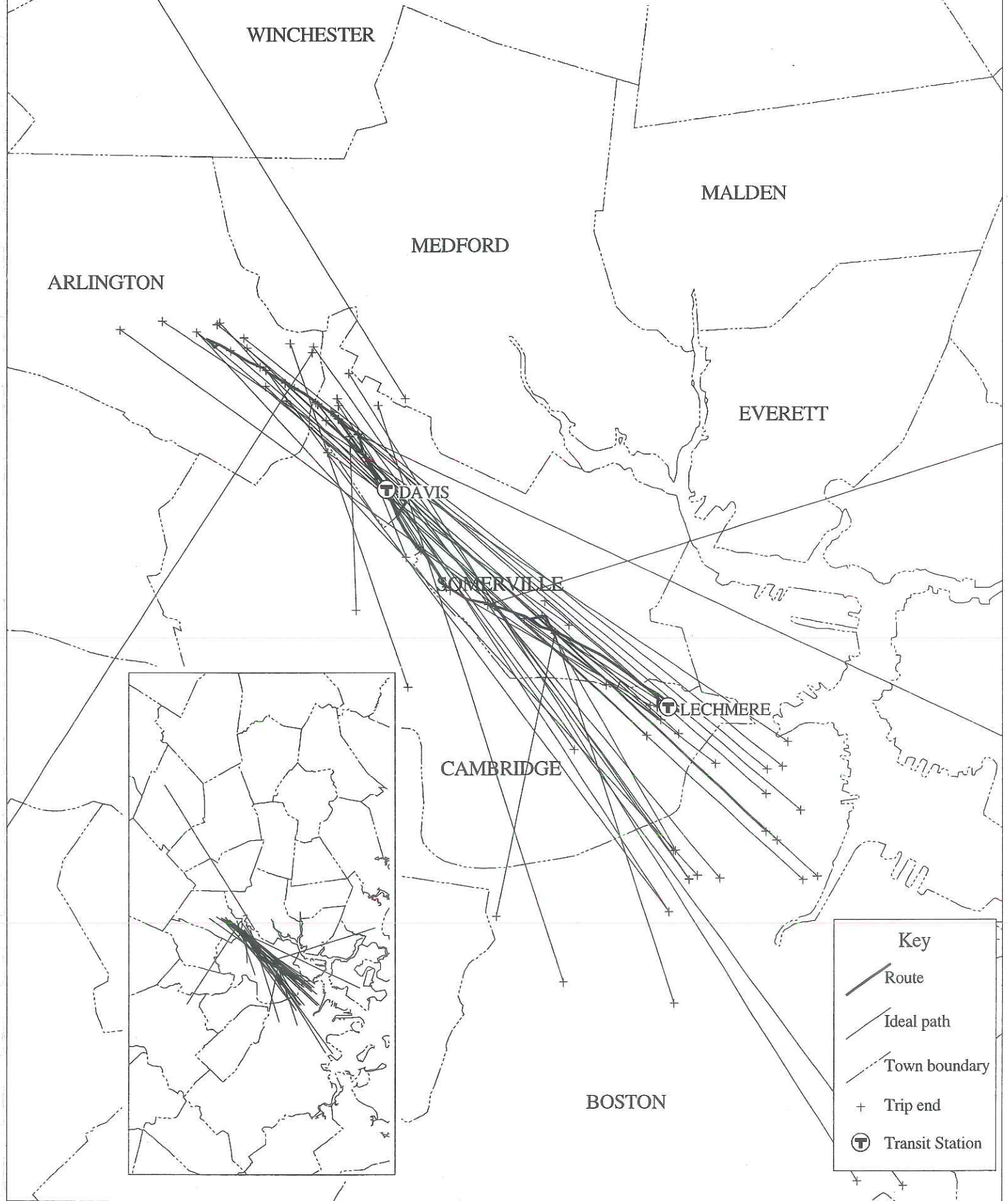
Matched O-D pairs for Route 86

77 successfully matched pairs



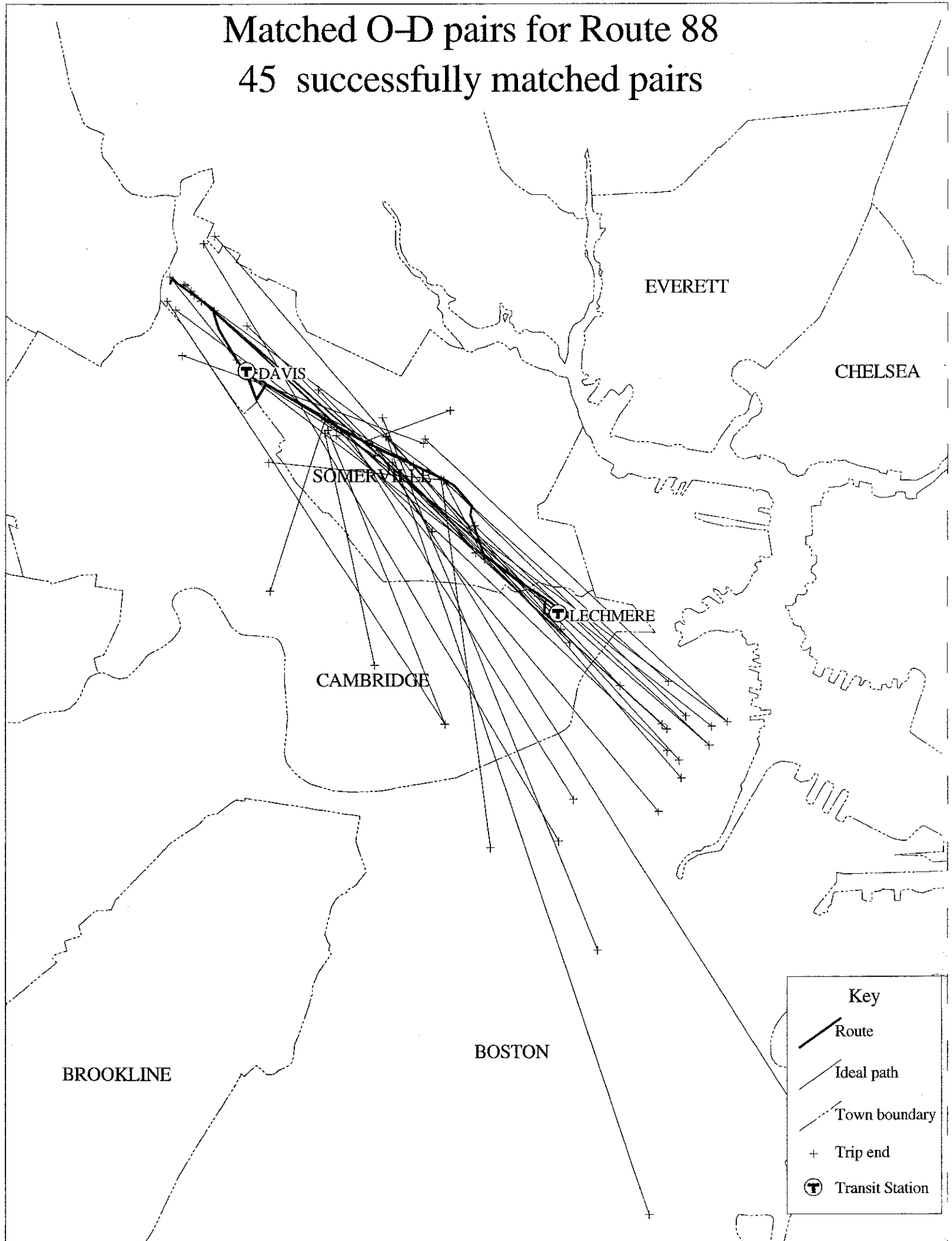
Matched O-D pairs for Route 87

52 successfully matched pairs



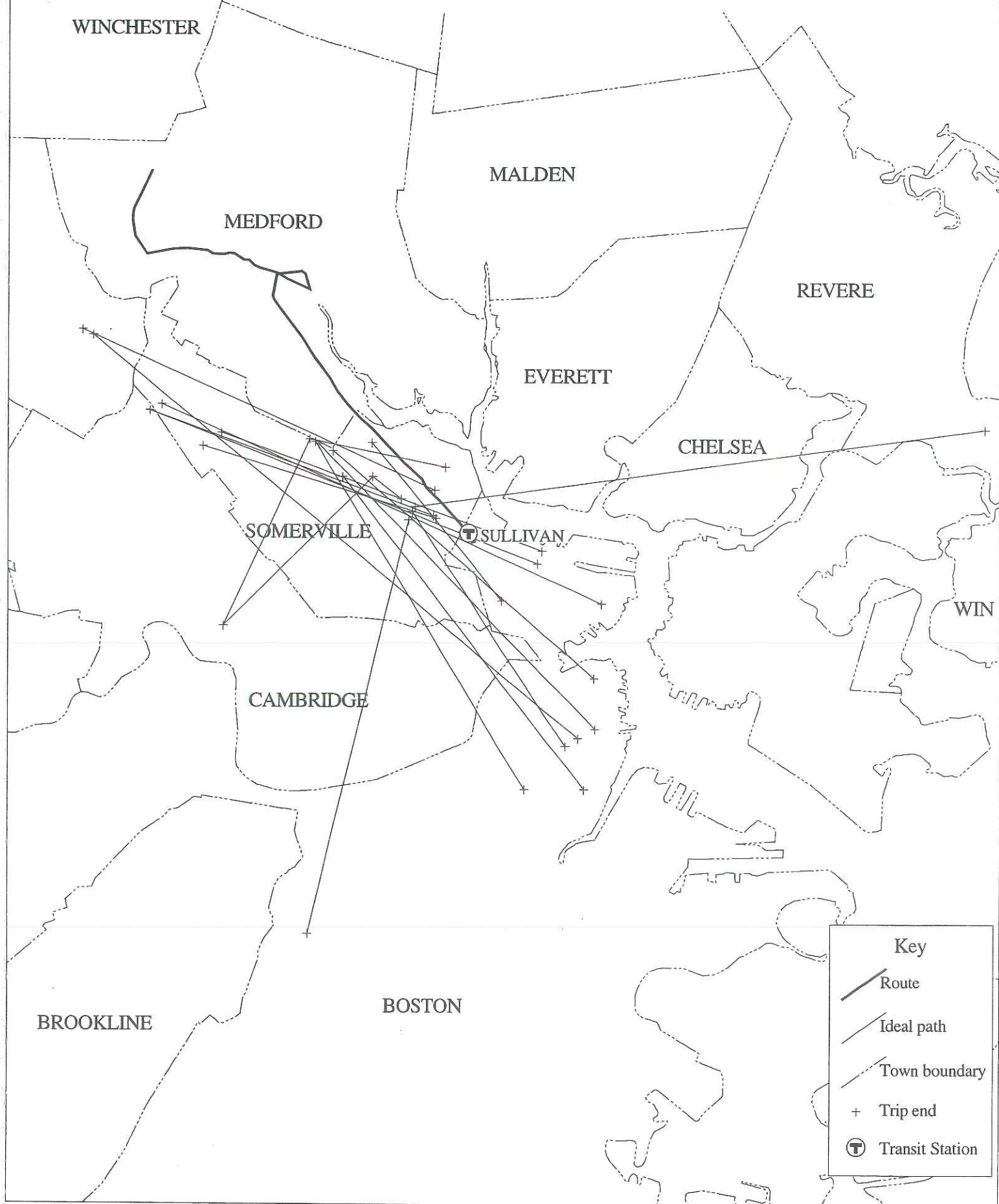
Matched O-D pairs for Route 88

45 successfully matched pairs



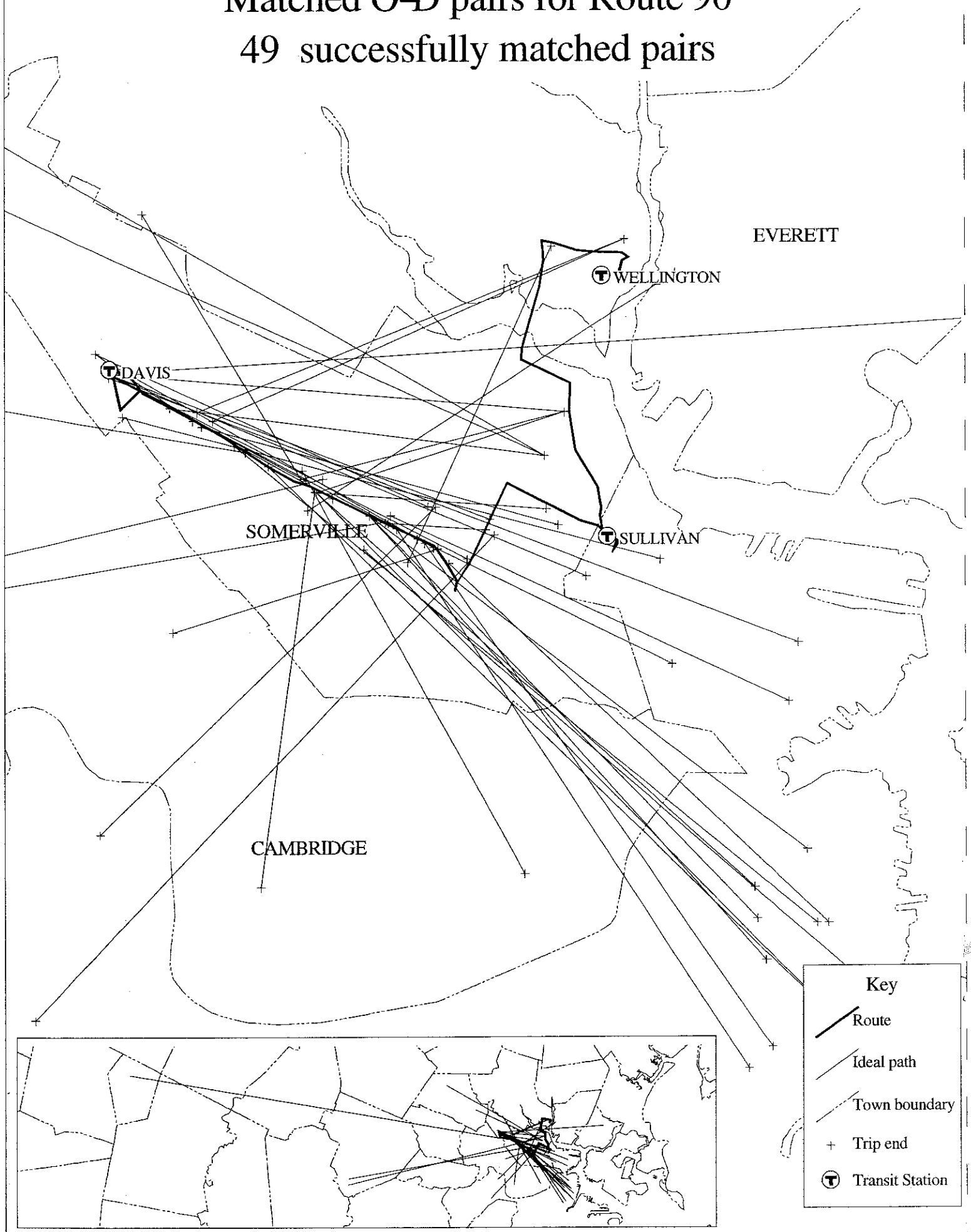
Matched O-D pairs for Route 89

19 successfully matched pairs



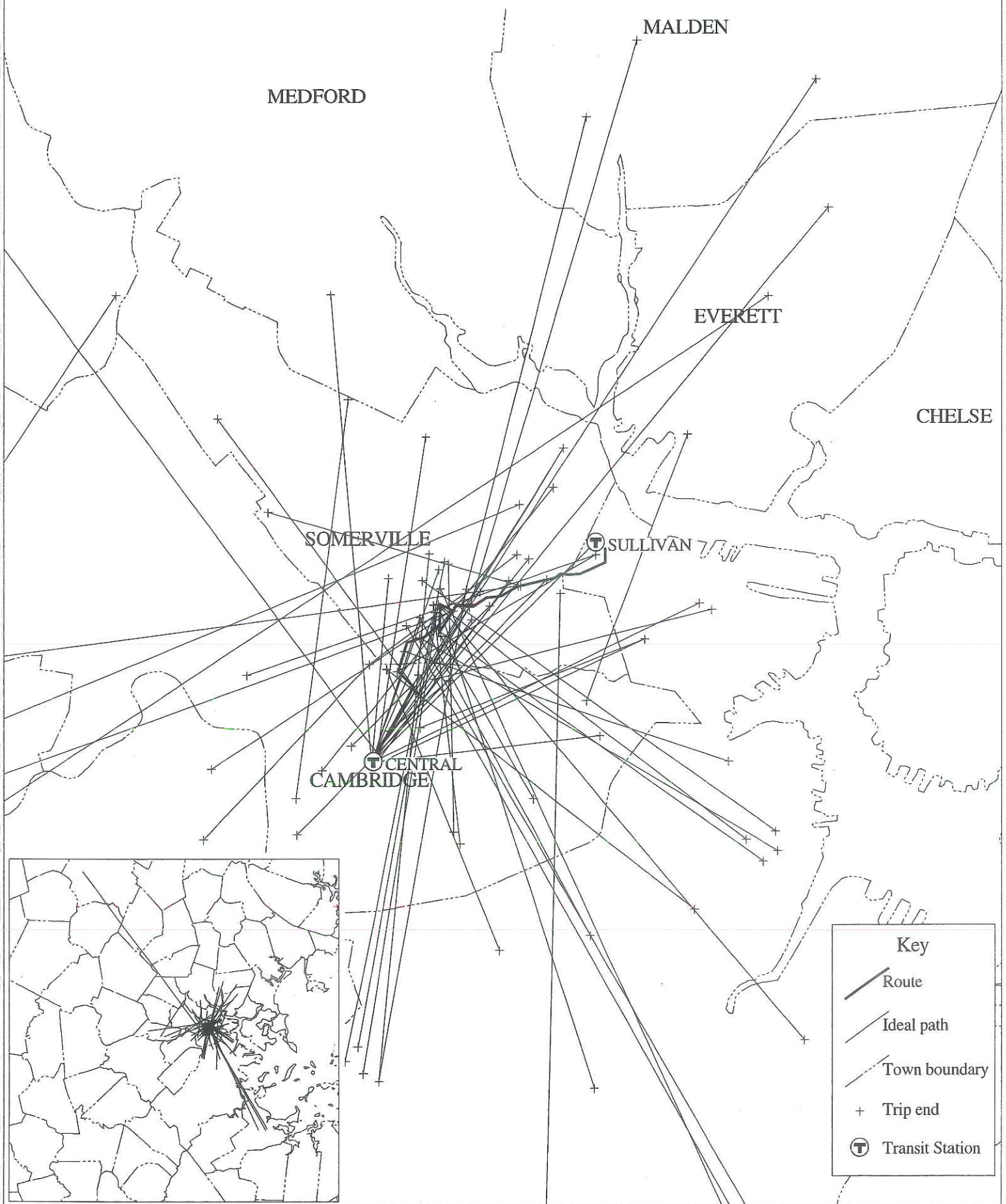
Matched O-D pairs for Route 90

49 successfully matched pairs



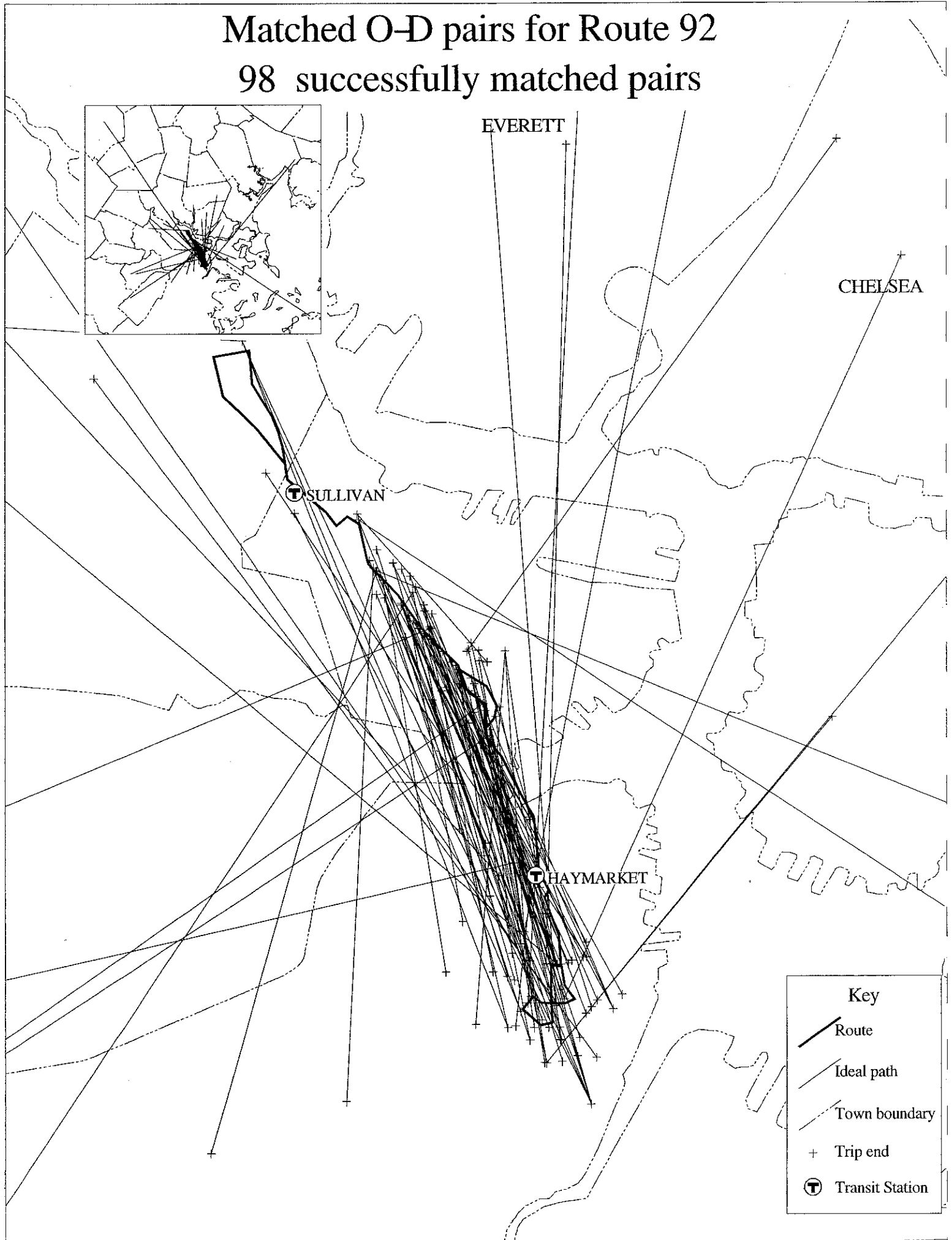
Matched O-D pairs for Route 91

67 successfully matched pairs



Matched O-D pairs for Route 92

98 successfully matched pairs



Matched O-D pairs for Route 93

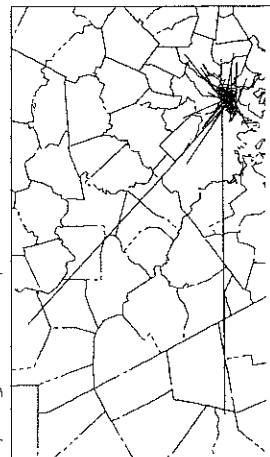
82 successfully matched pairs

VILLE

 SULLIVAN

IDGE

 HAYMARKET

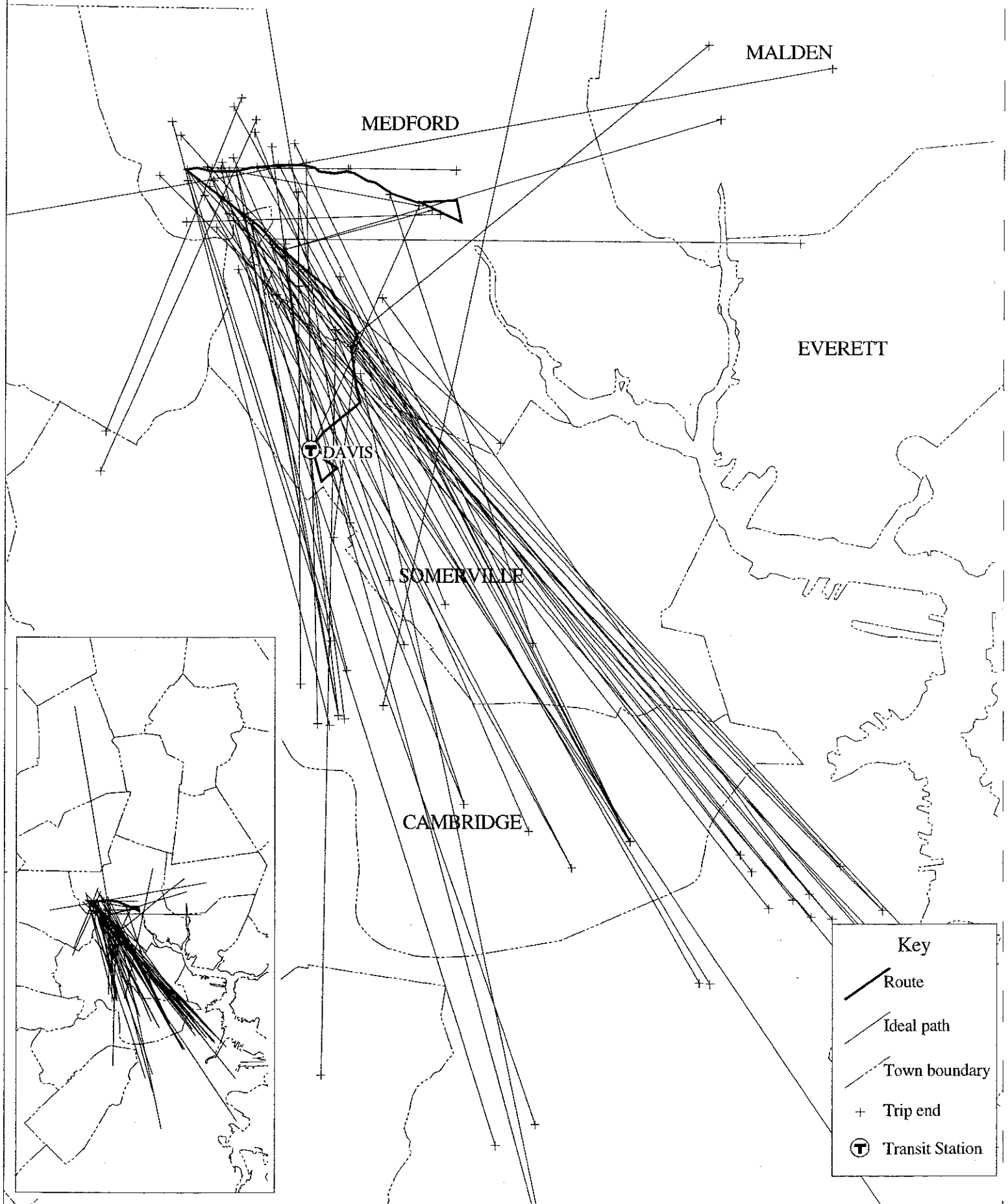


Key

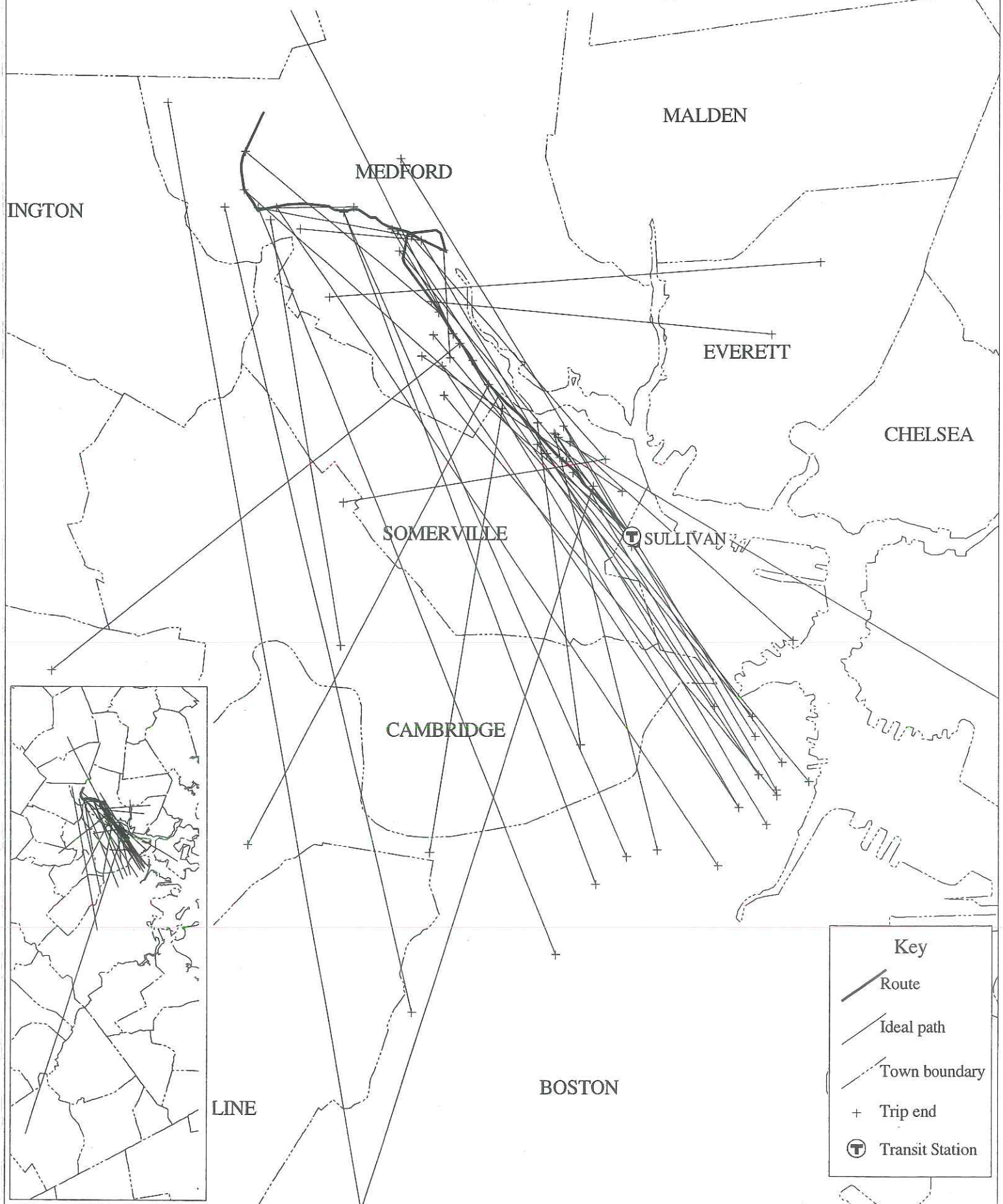
-  Route
-  Ideal path
-  Town boundary
-  Trip end
-  Transit Station

Matched O-D pairs for Route 94

69 successfully matched pairs



WIN
Matched O-D pairs for Route 95
43 successfully matched pairs



Matched O-D pairs for Route 96

88 successfully matched pairs

MELROSE

WINCHESTER

MALDEN

MEDFORD

ARLINGTON

EVERETT

BELMONT

CH

DAVIS

SOMERVILLE

HARVARD

WATERTOWN

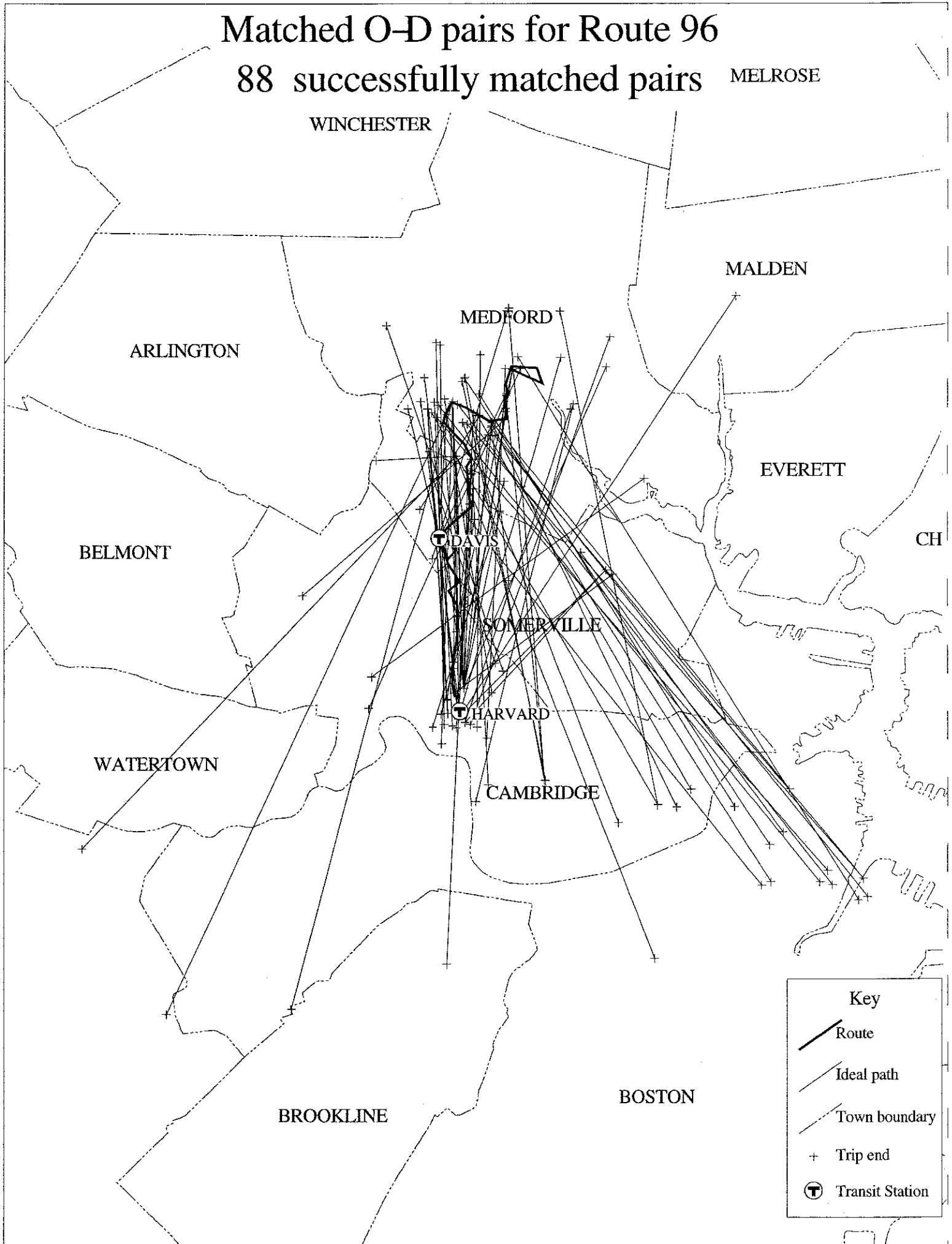
CAMBRIDGE

BROOKLINE

BOSTON

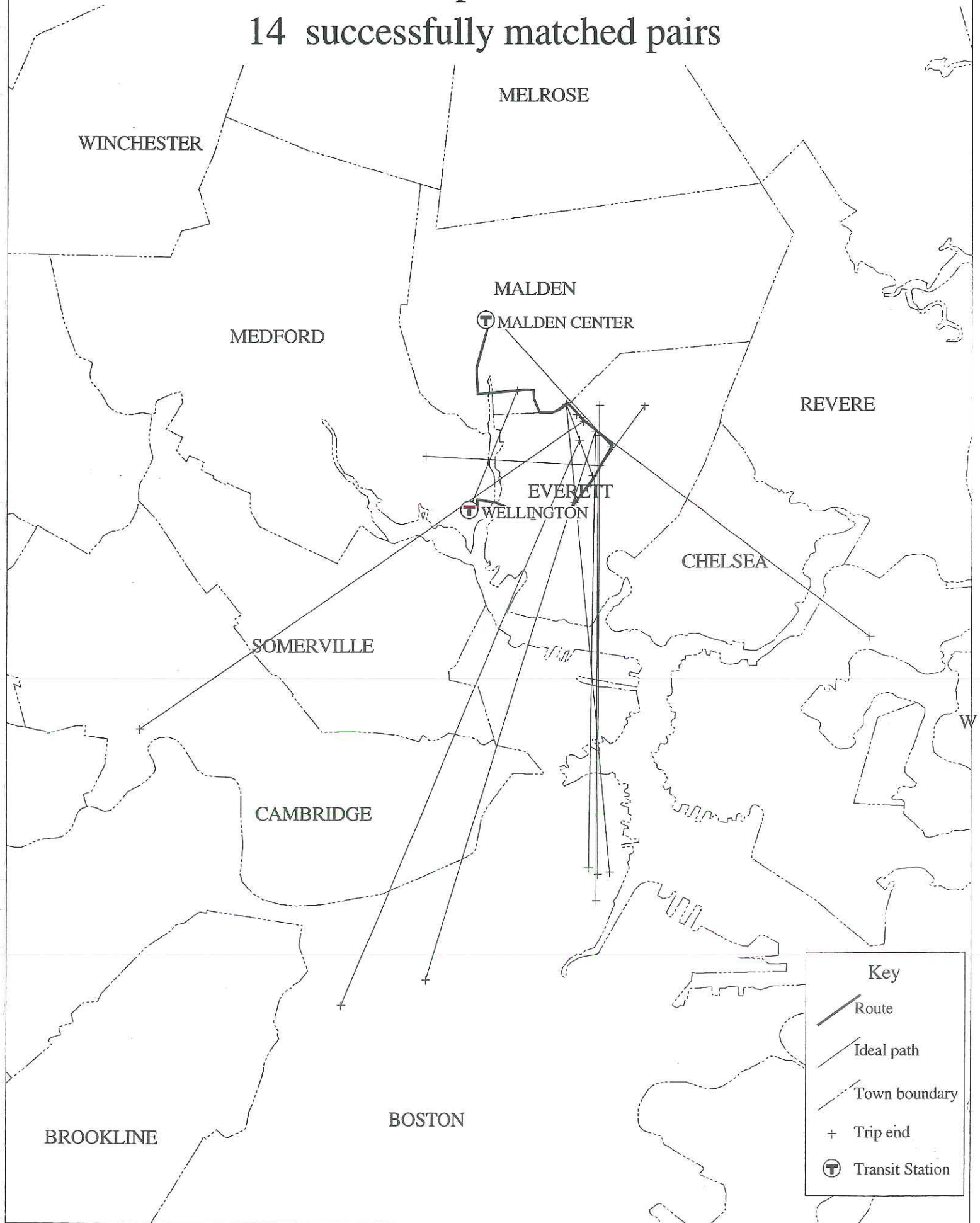
Key

- Route
- Ideal path
- Town boundary
- + Trip end
- Ⓣ Transit Station



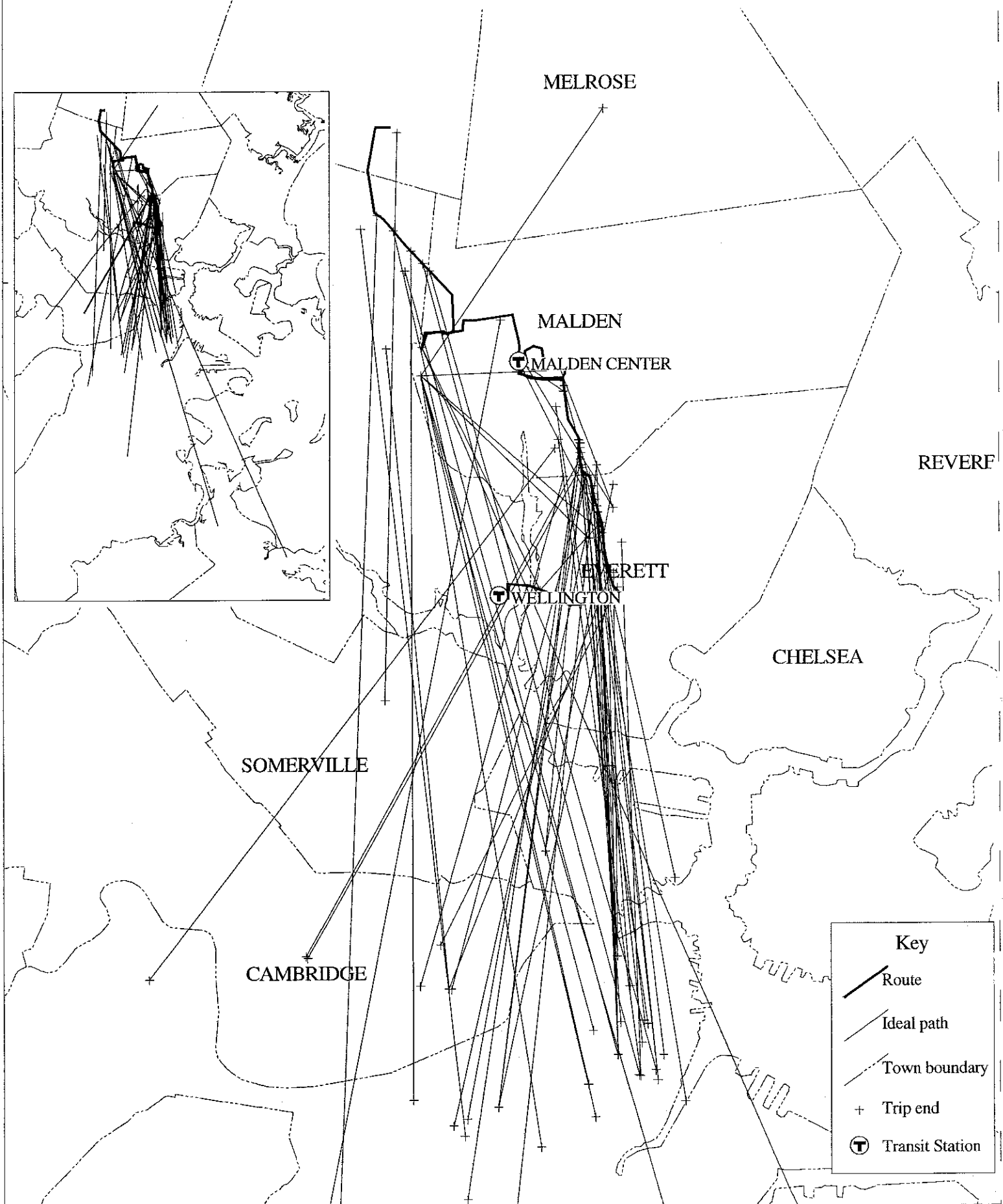
Matched O-D pairs for Route 97

14 successfully matched pairs



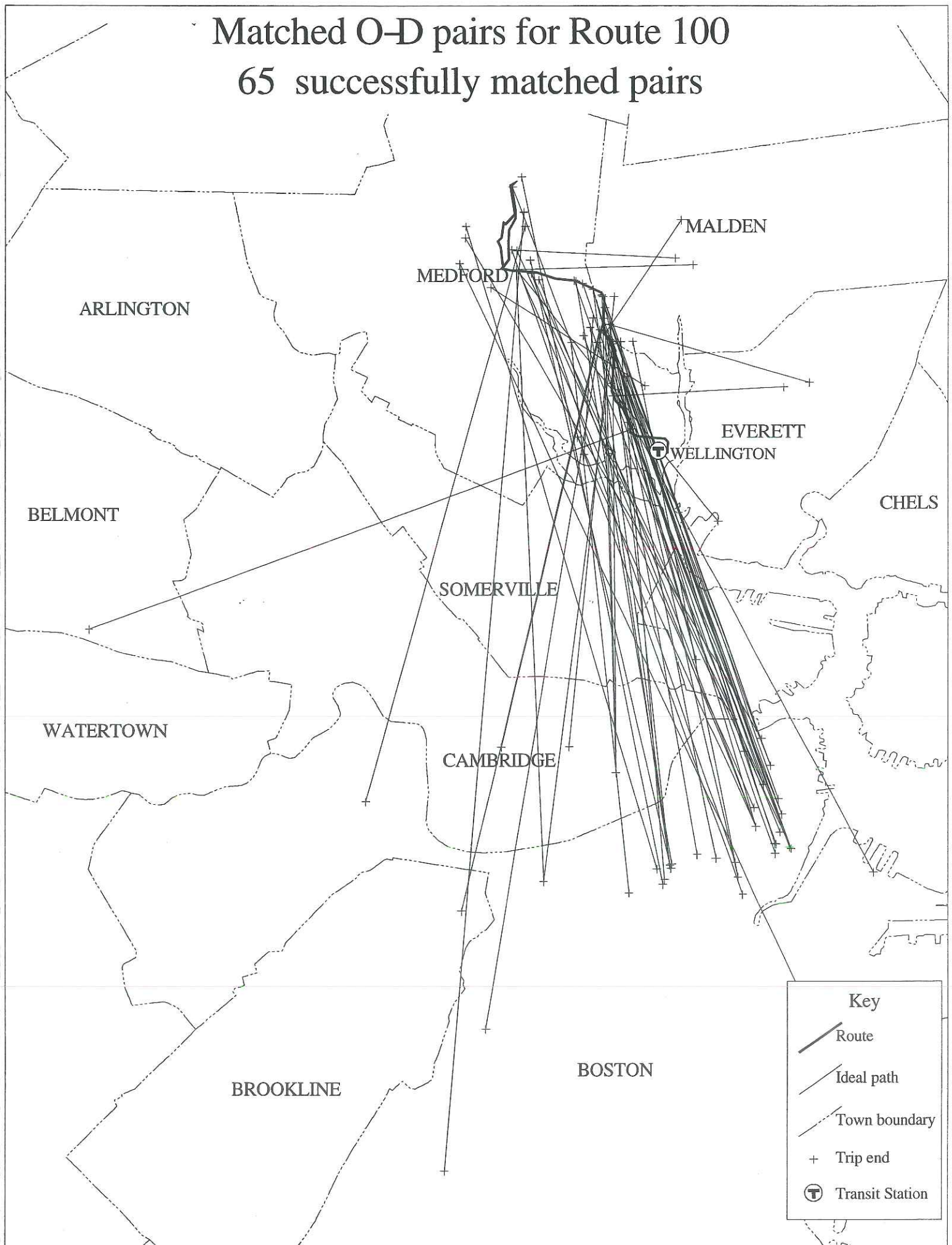
Matched O-D pairs for Route 99

62 successfully matched pairs



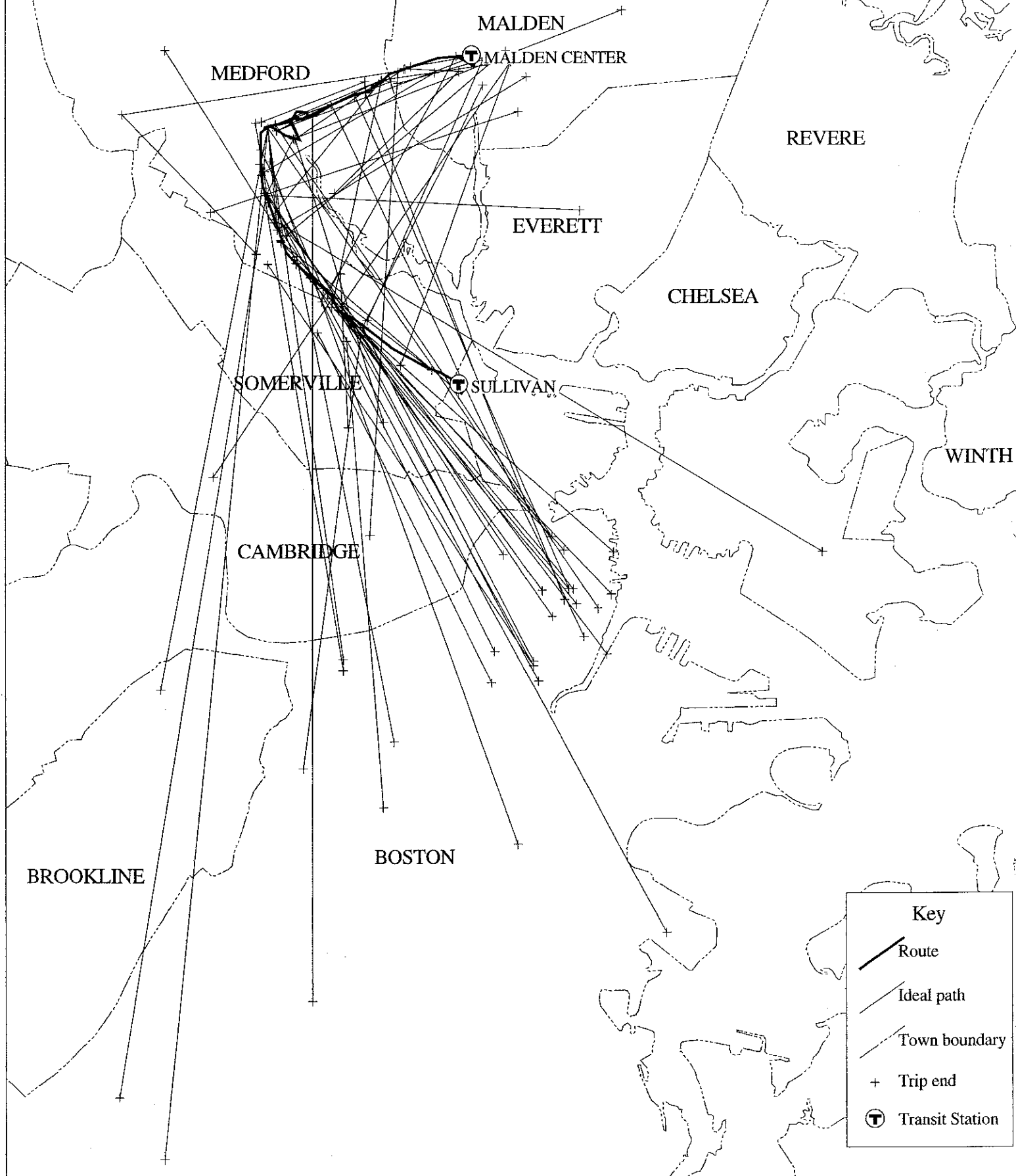
Matched O-D pairs for Route 100

65 successfully matched pairs



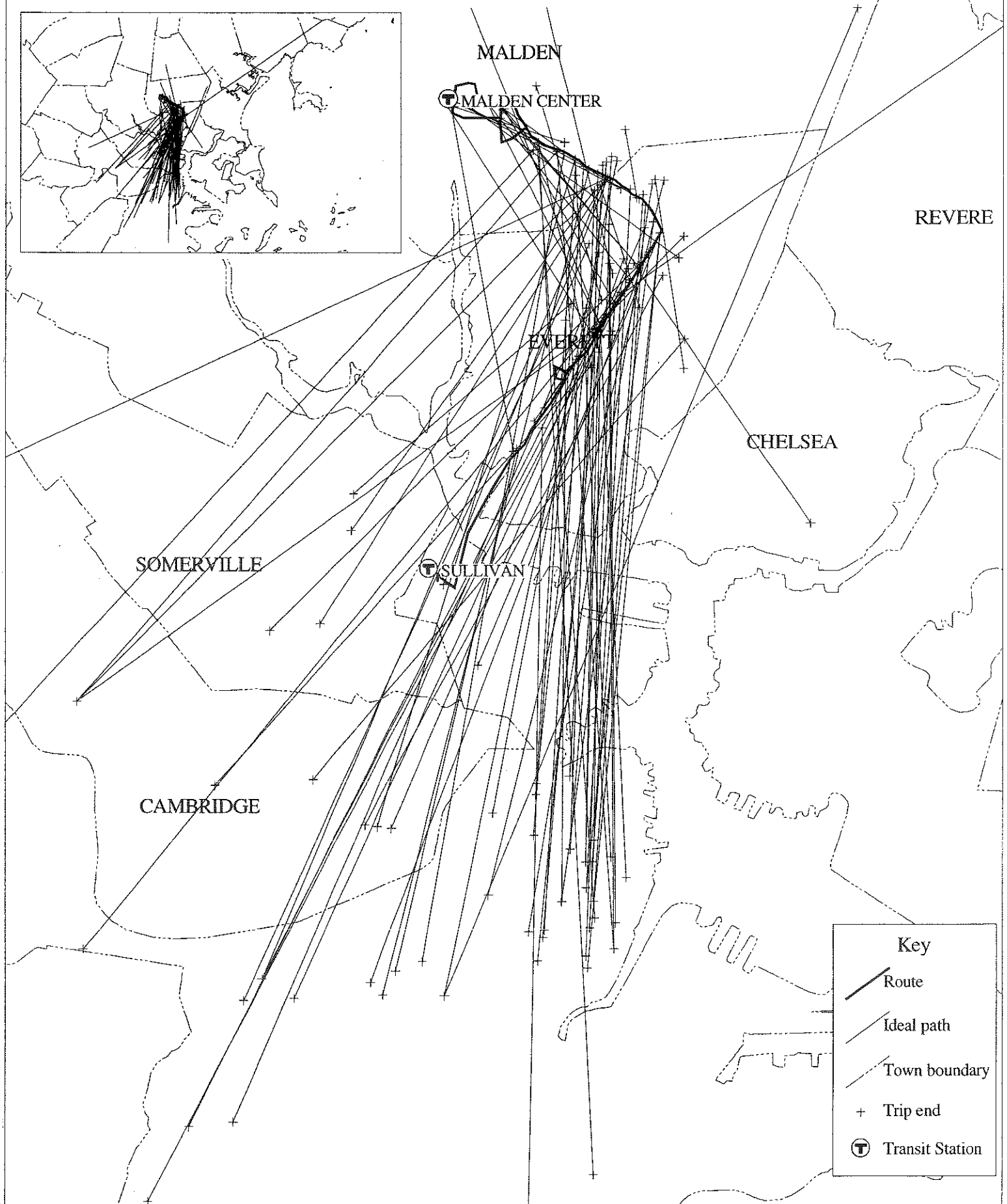
Matched O-D pairs for Route 101

77 successfully matched pairs



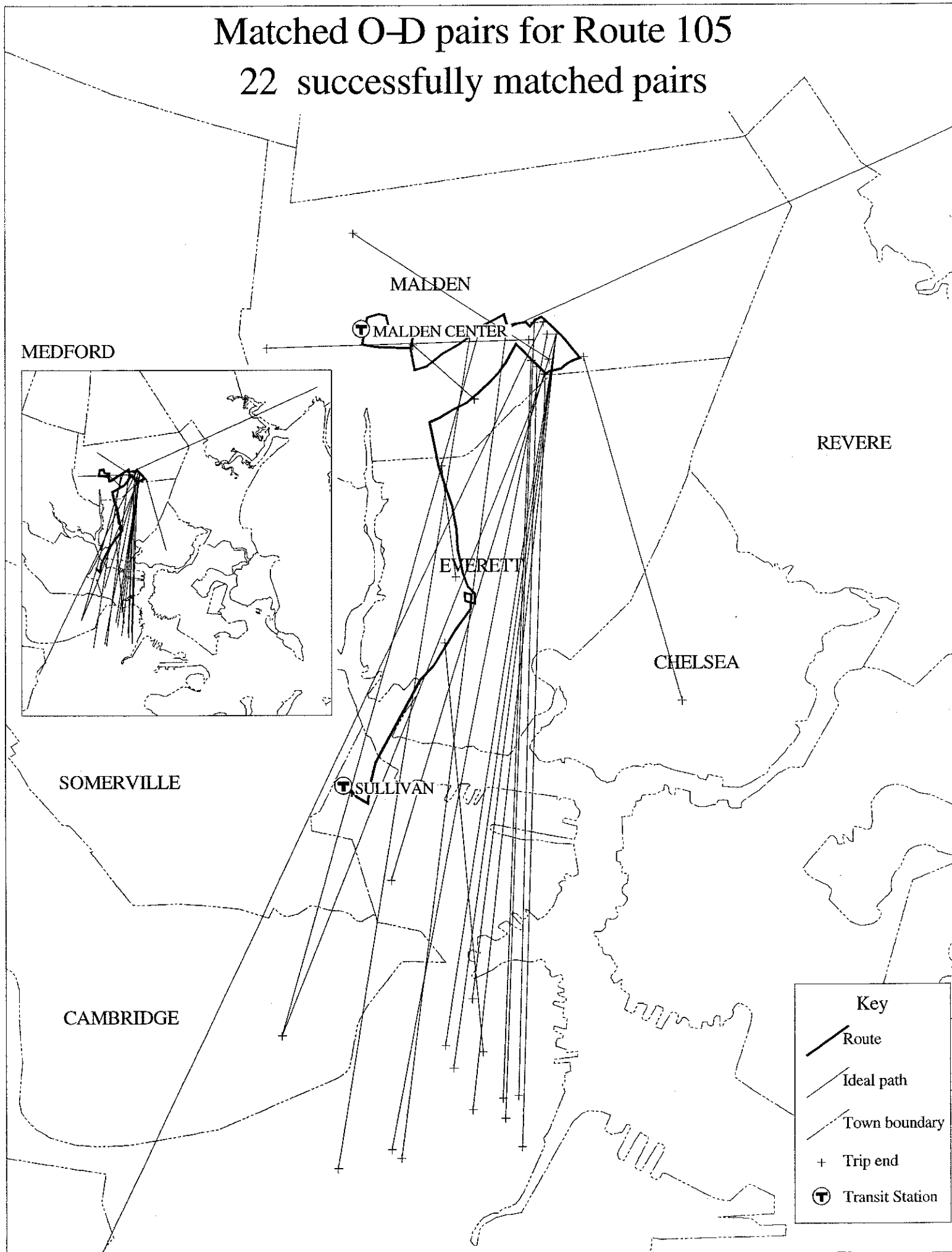
Matched O-D pairs for Route 104

93 successfully matched pairs



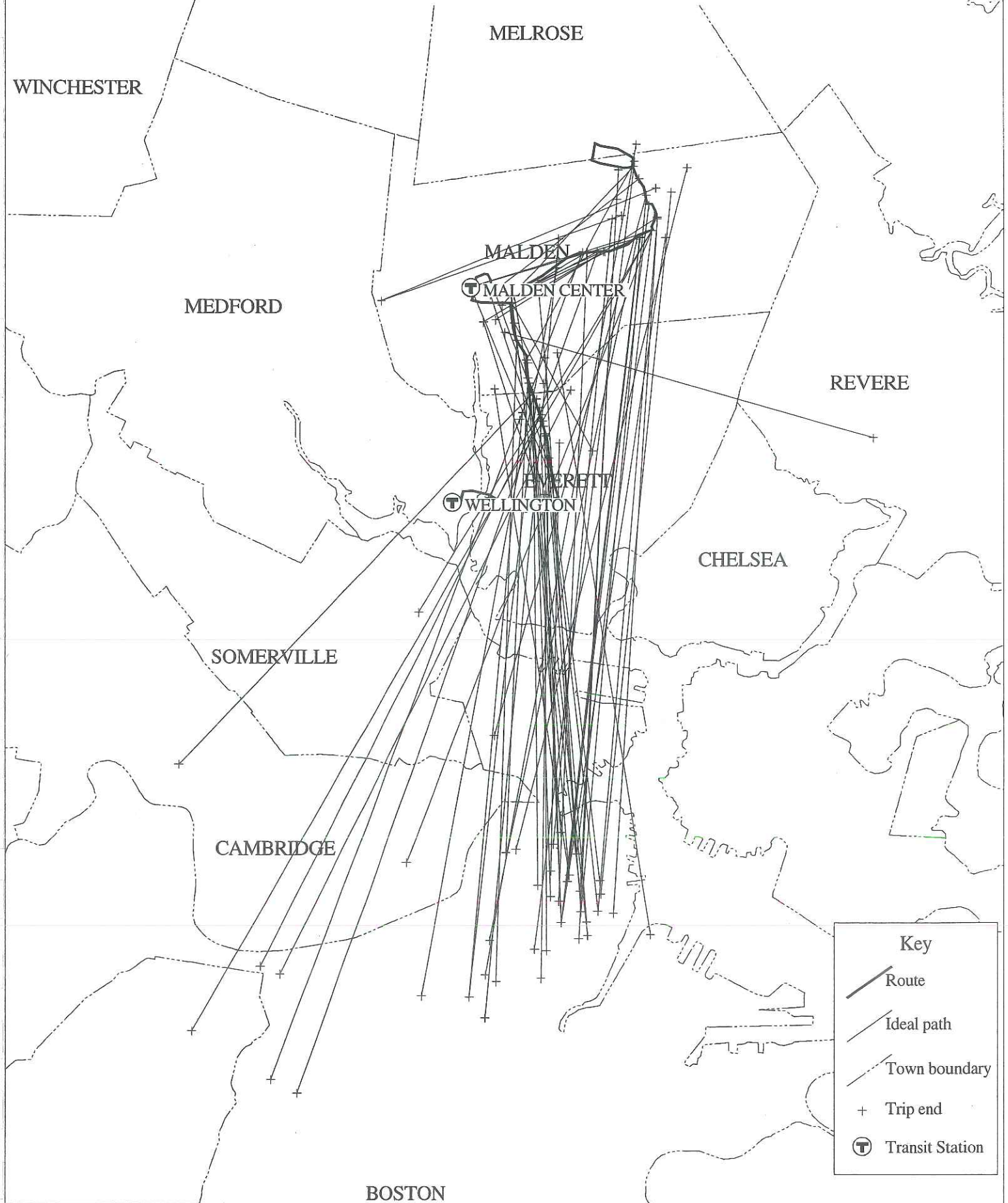
Matched O-D pairs for Route 105

22 successfully matched pairs



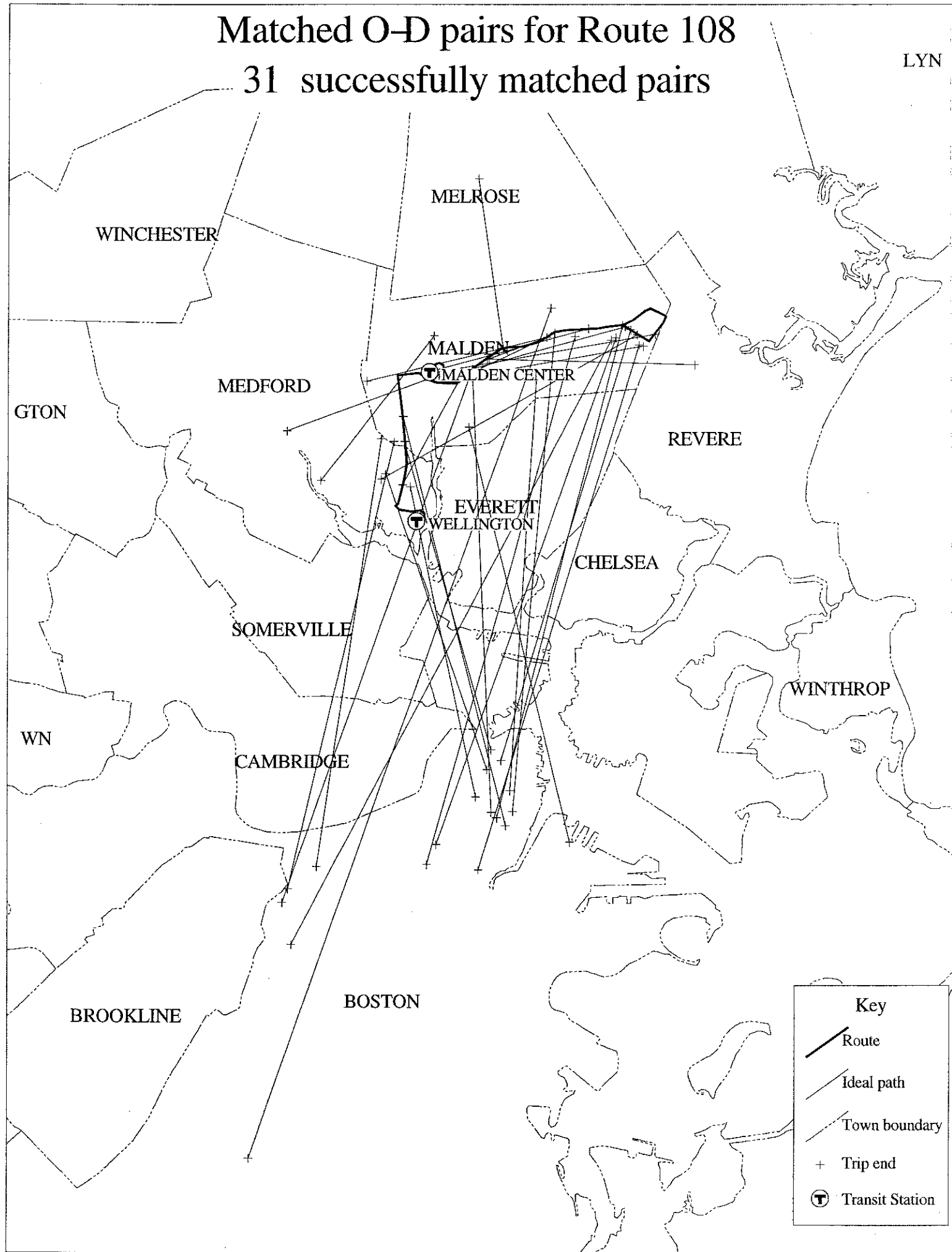
Matched O-D pairs for Route 106

75 successfully matched pairs



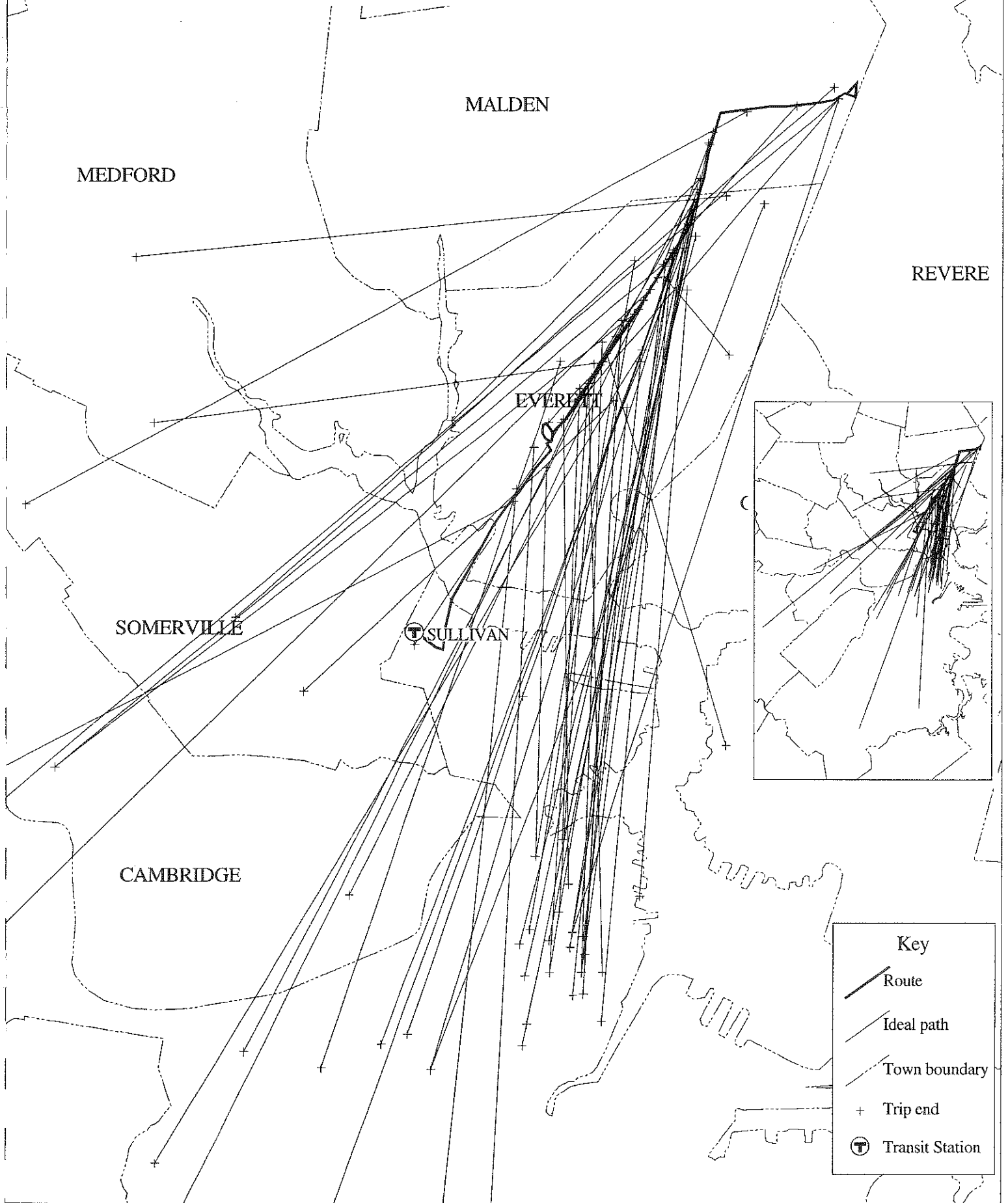
Matched O-D pairs for Route 108

31 successfully matched pairs



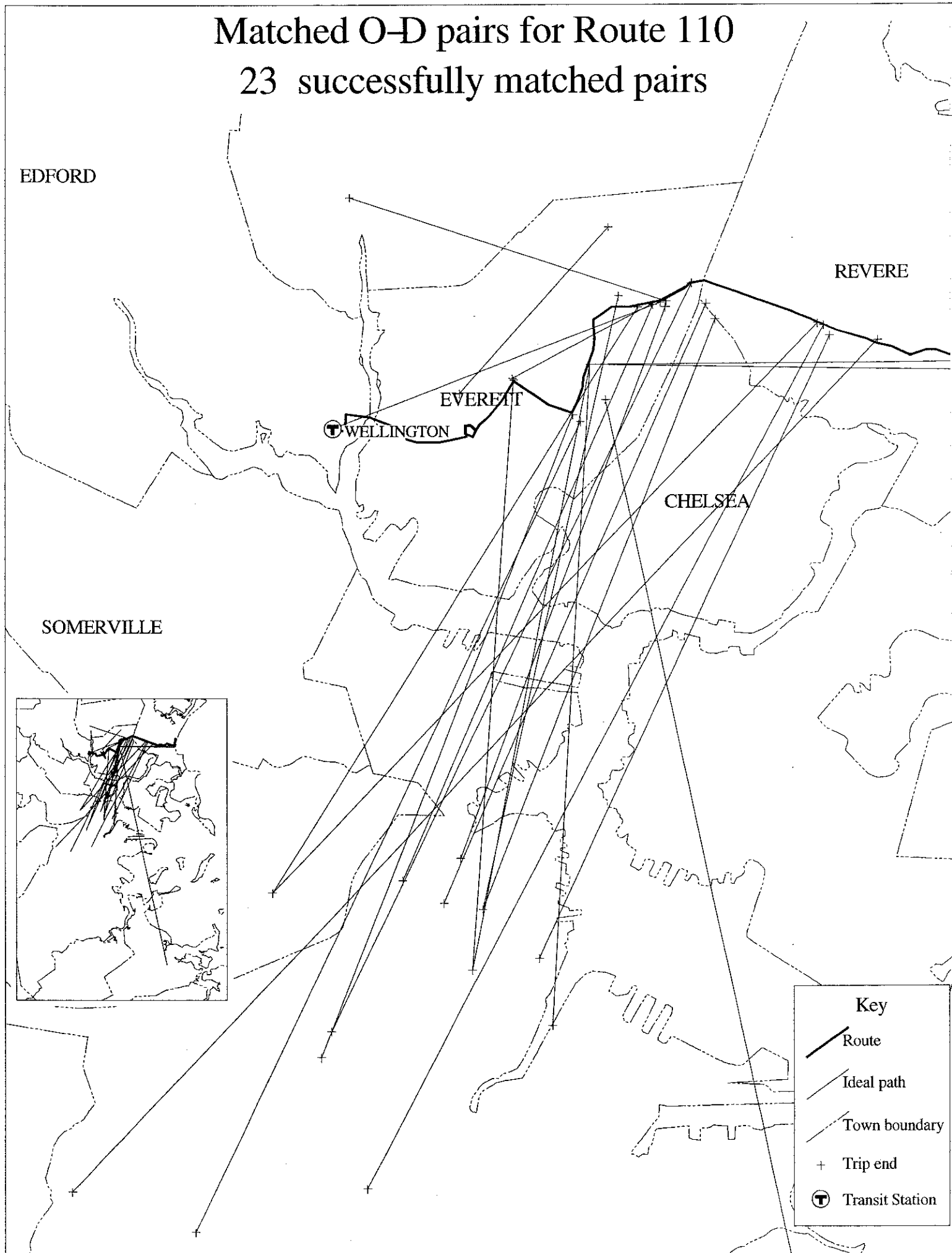
Matched O-D pairs for Route 109

63 successfully matched pairs



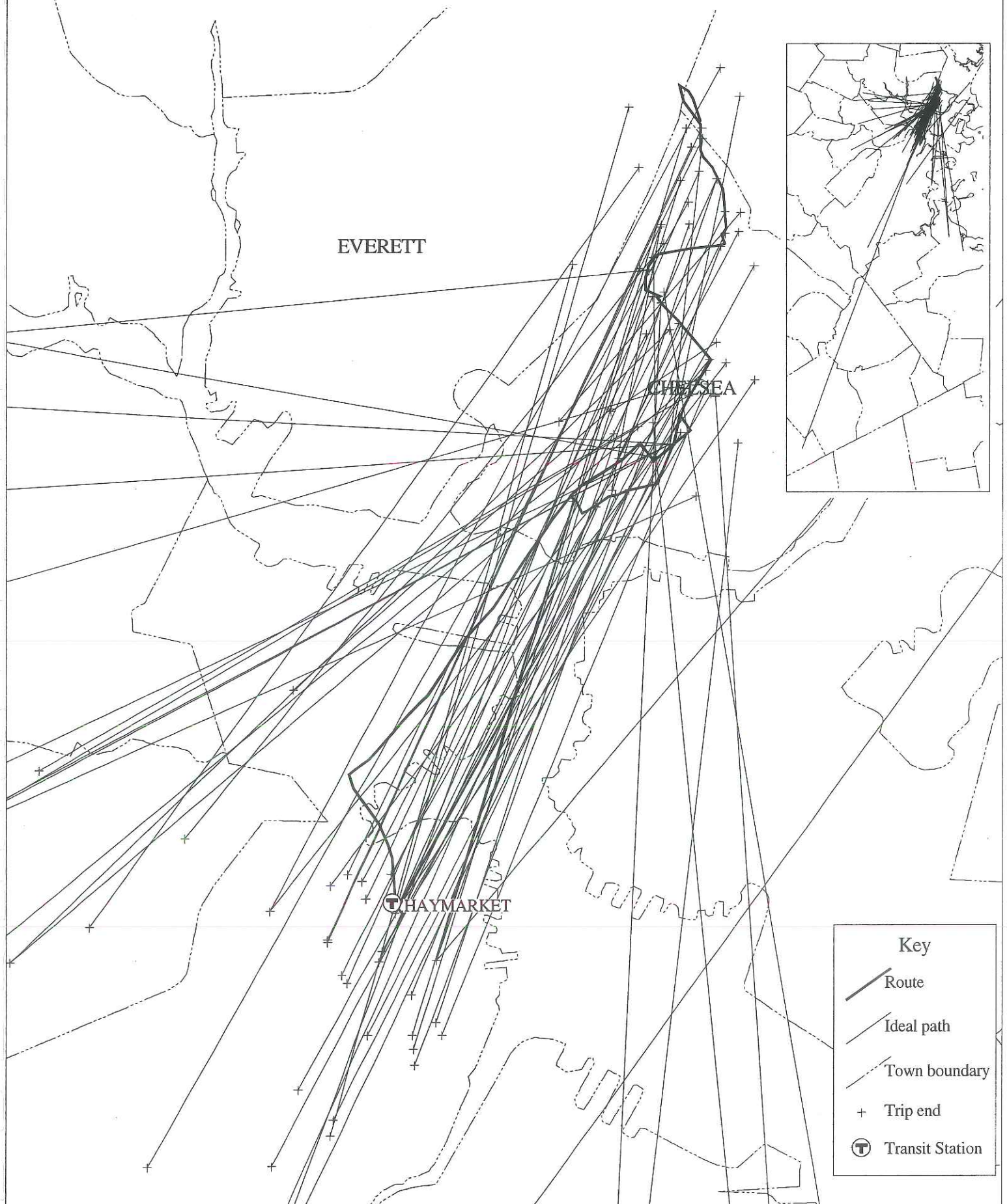
Matched O-D pairs for Route 110

23 successfully matched pairs



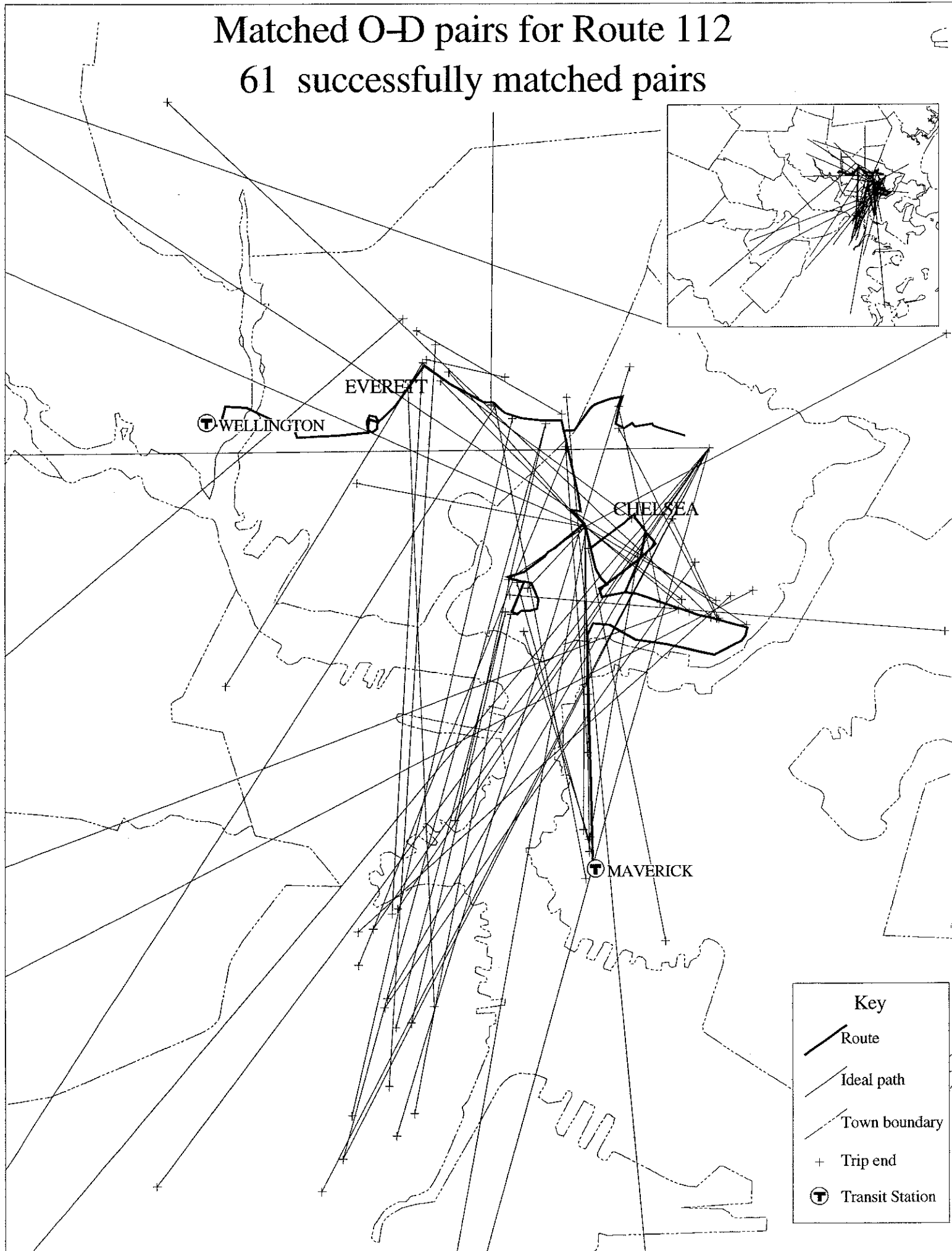
Matched O-D pairs for Route 111

69 successfully matched pairs



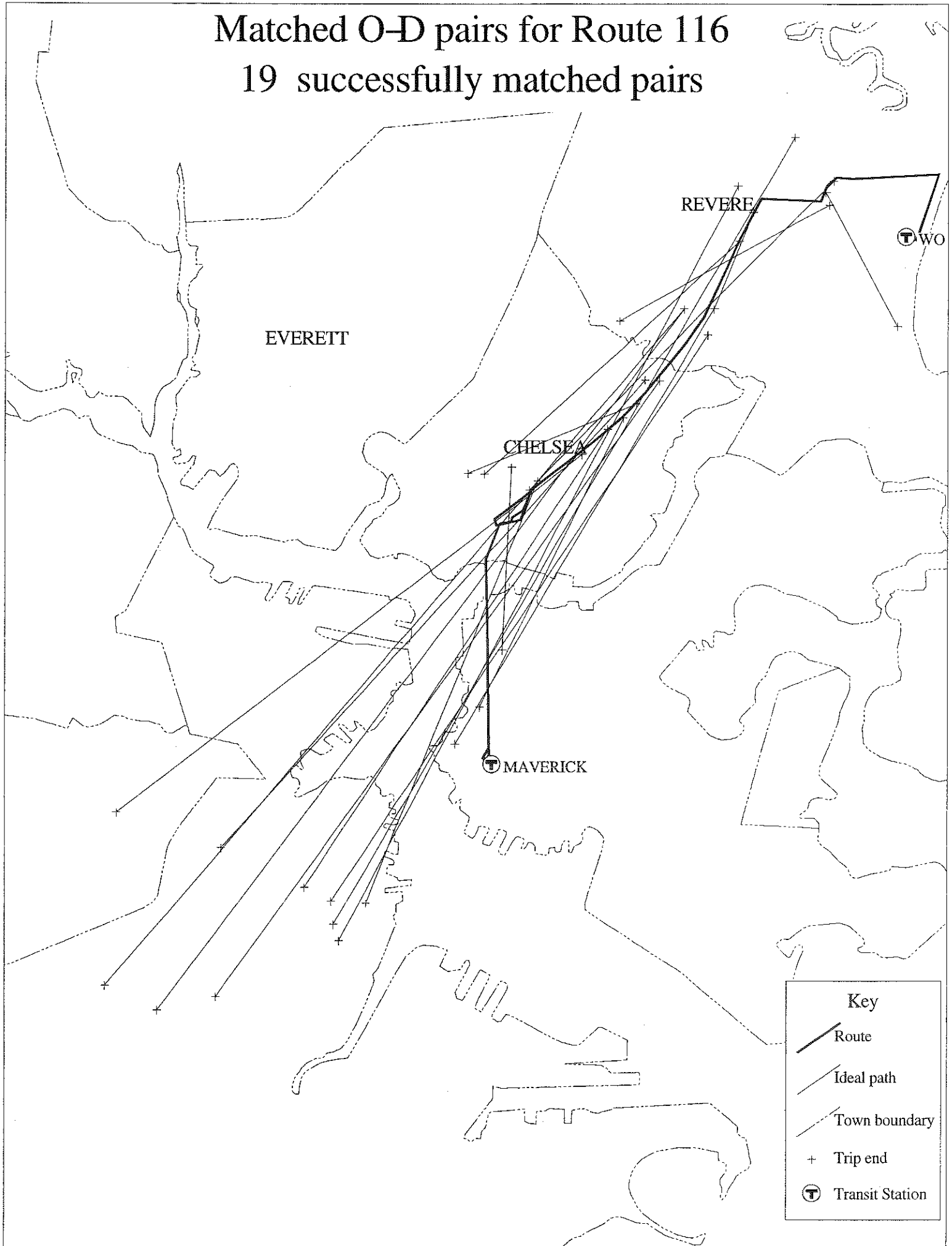
Matched O-D pairs for Route 112

61 successfully matched pairs



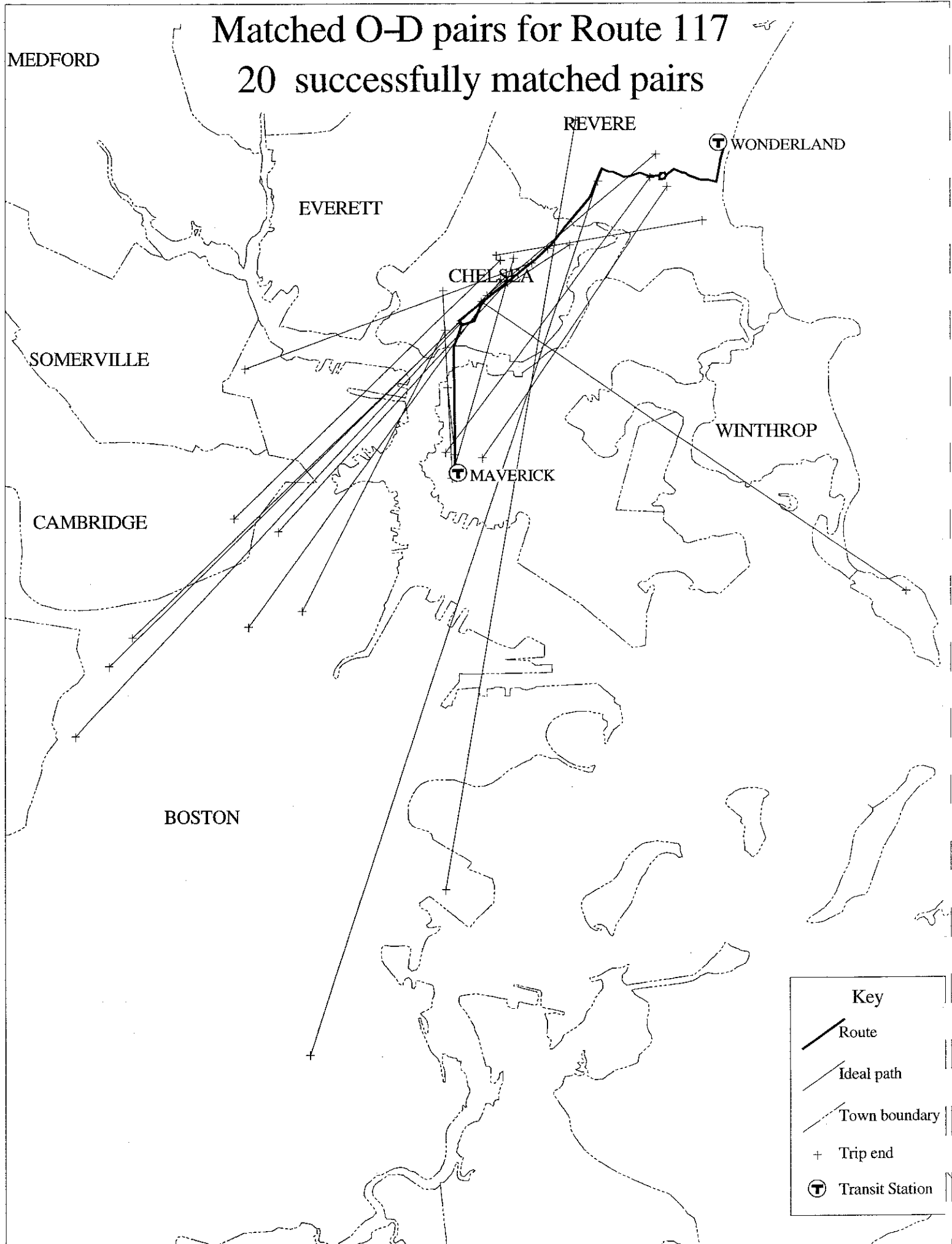
Matched O-D pairs for Route 116

19 successfully matched pairs



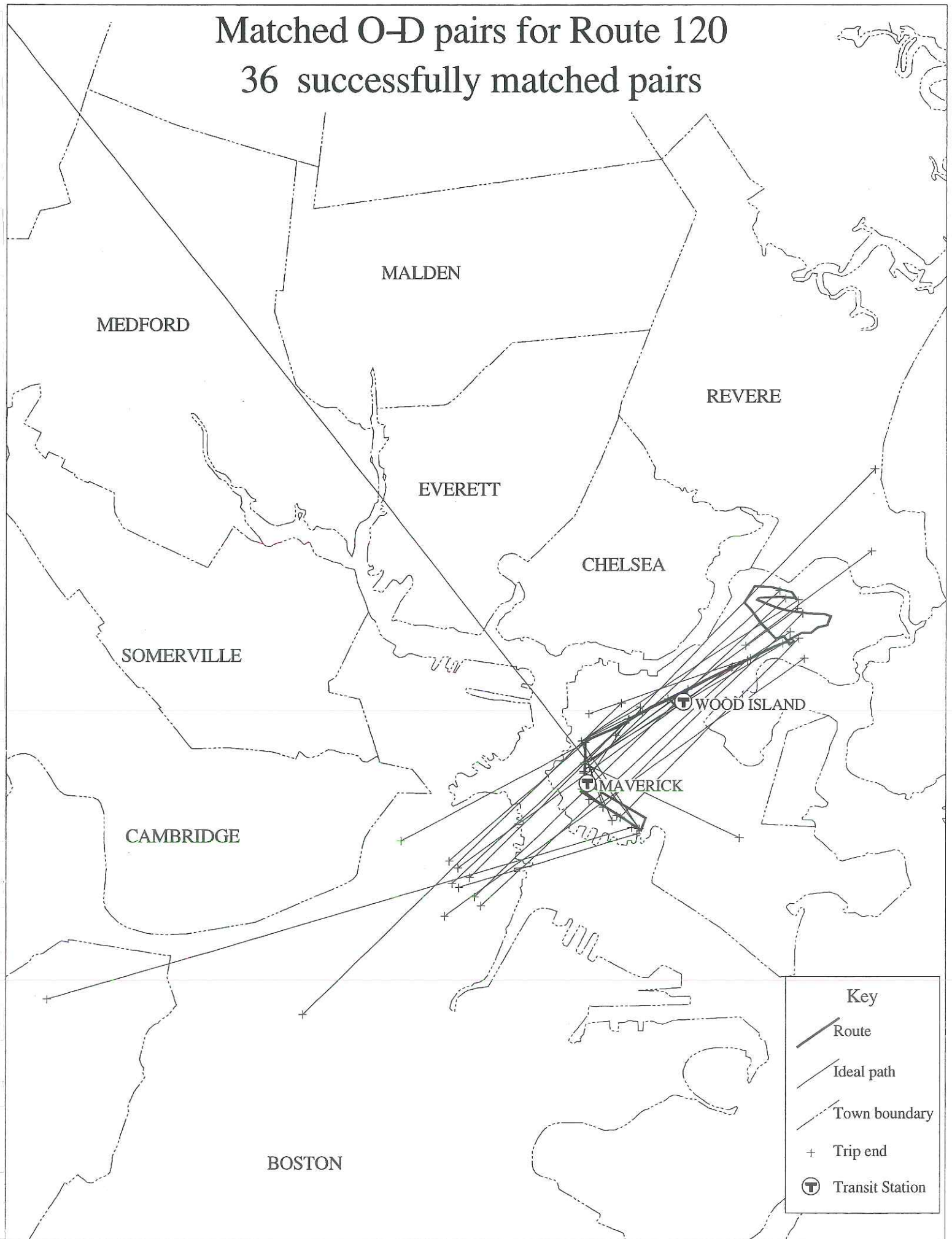
Matched O-D pairs for Route 117

20 successfully matched pairs



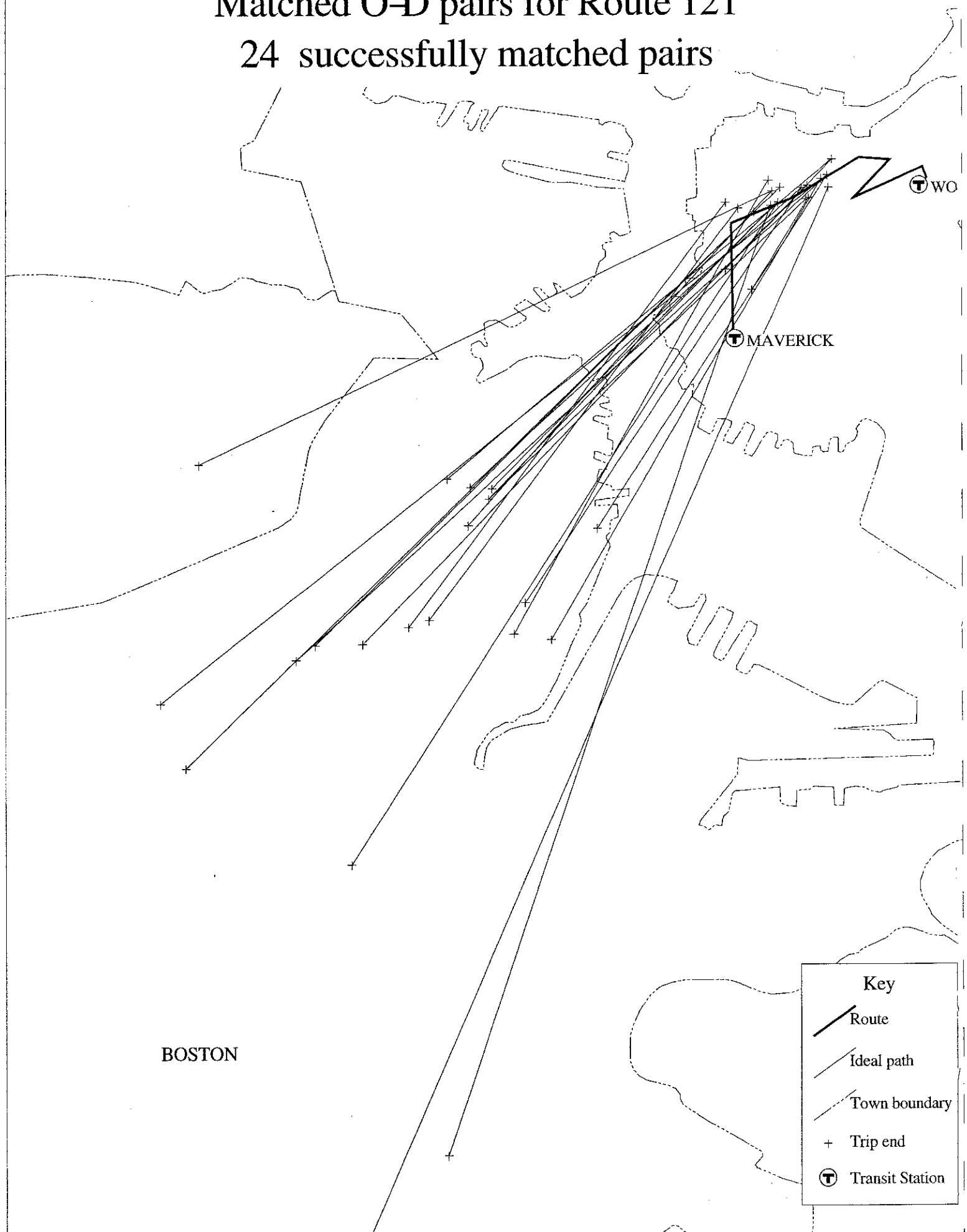
Matched O-D pairs for Route 120

36 successfully matched pairs



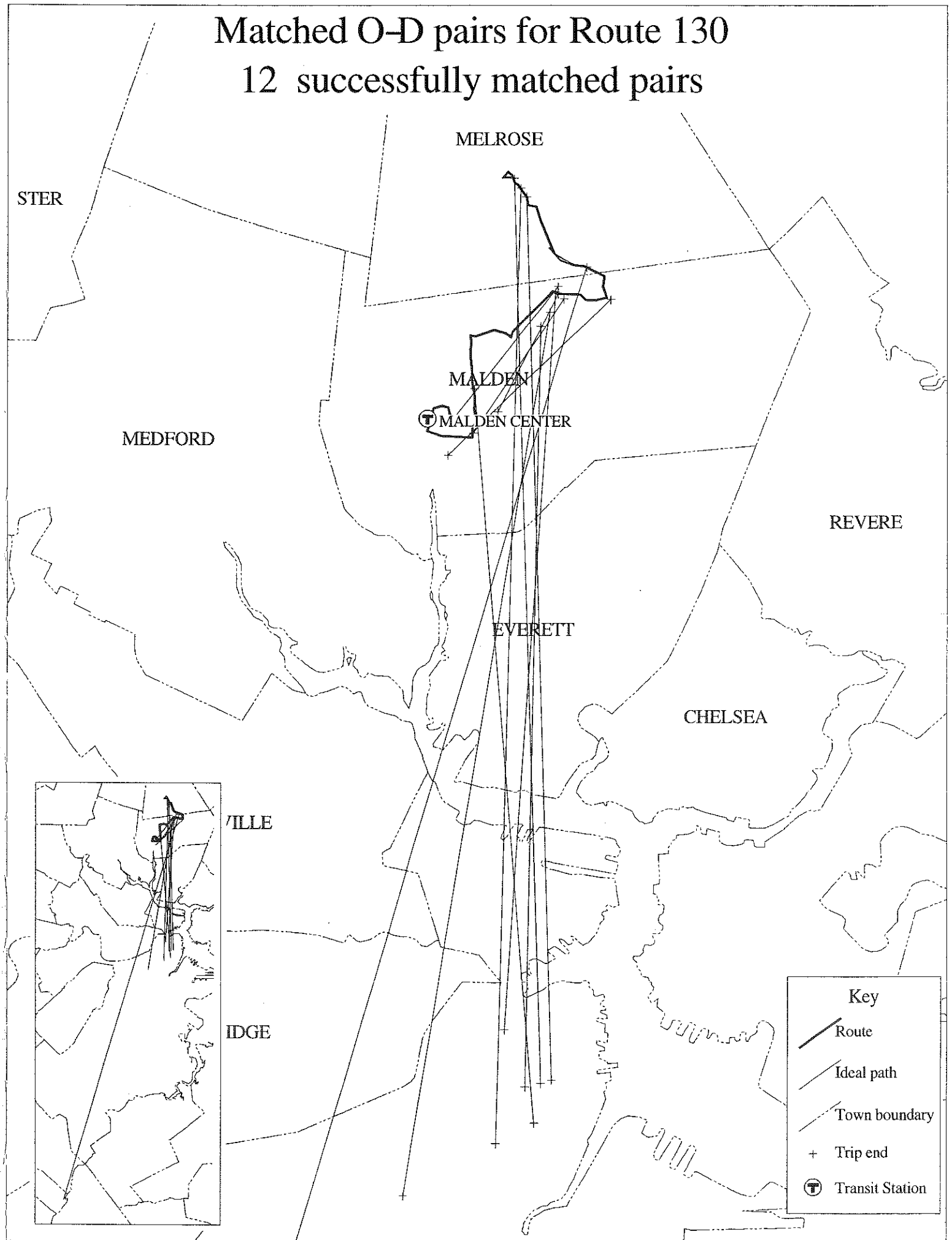
Matched O-D pairs for Route 121

24 successfully matched pairs



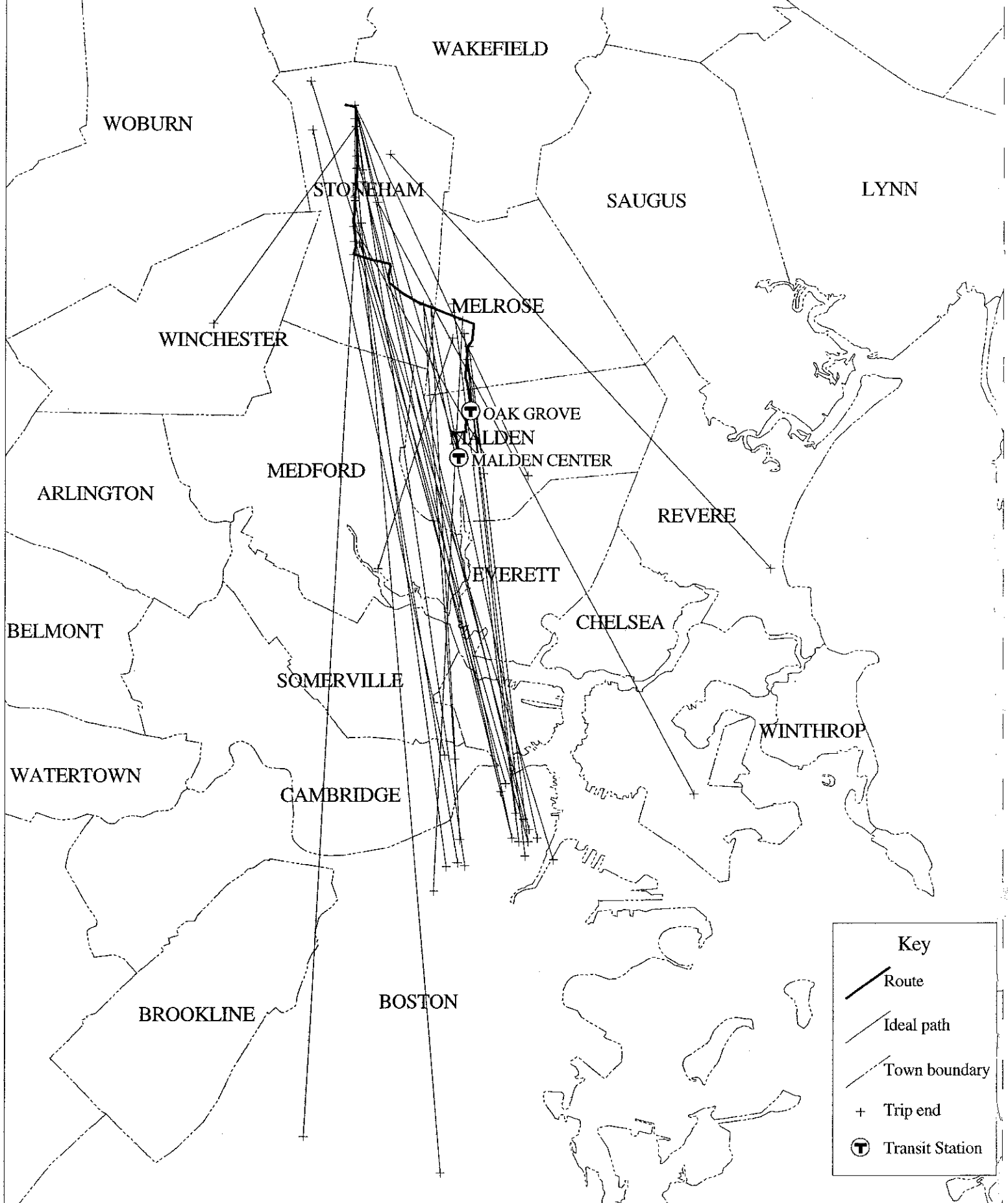
Matched O-D pairs for Route 130

12 successfully matched pairs



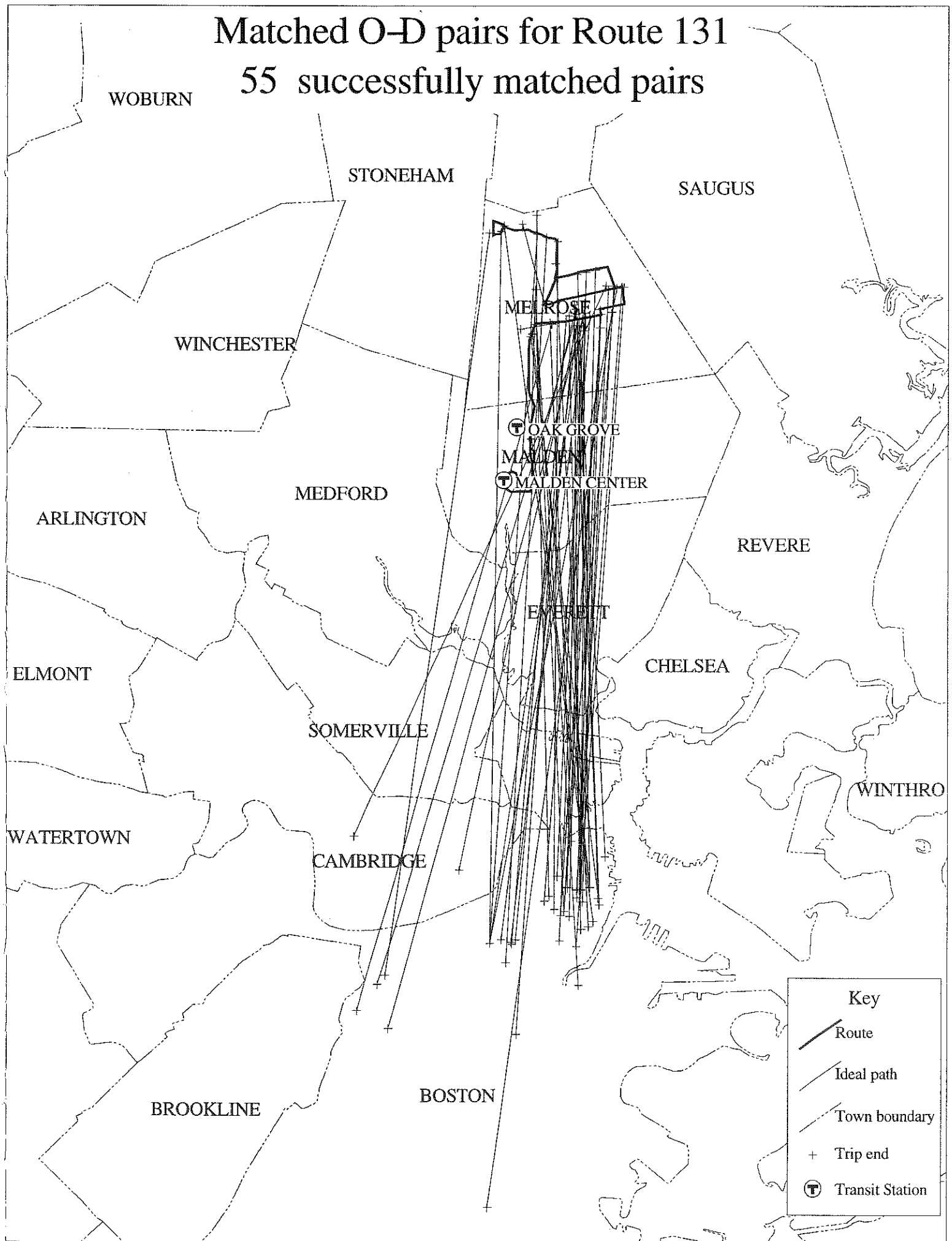
Matched O-D pairs for Route 130A

34 successfully matched pairs



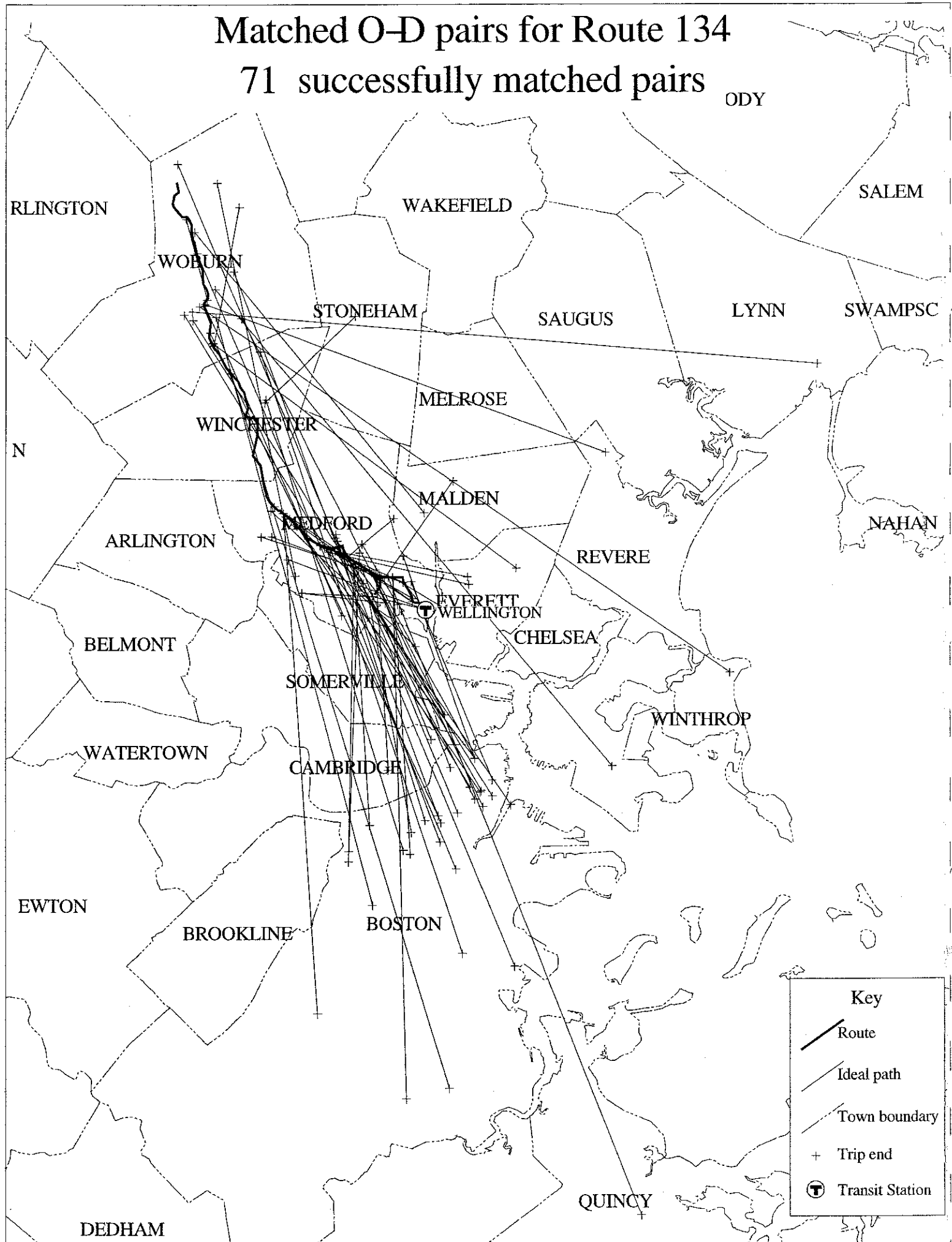
Matched O-D pairs for Route 131

55 successfully matched pairs



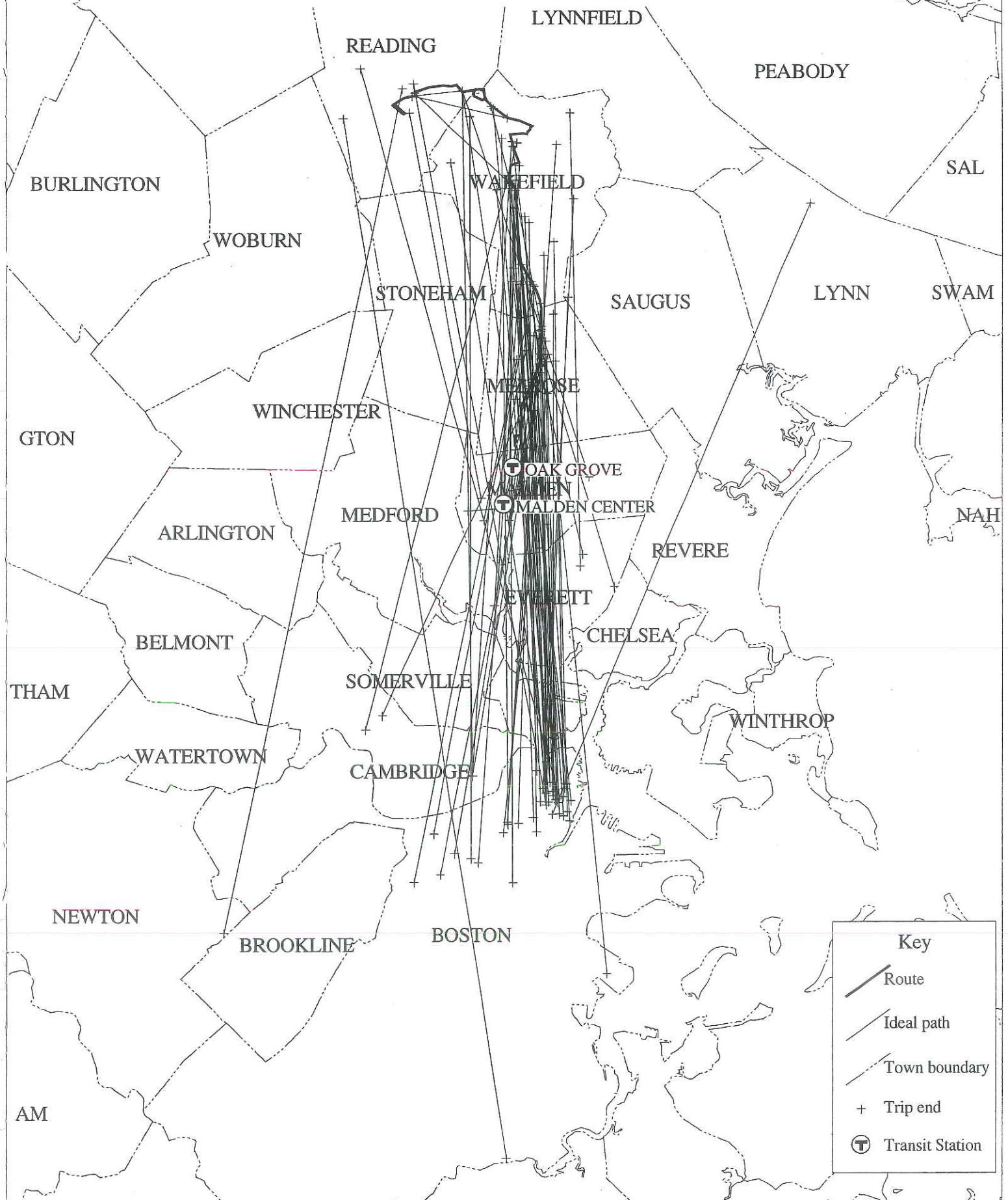
Matched O-D pairs for Route 134

71 successfully matched pairs



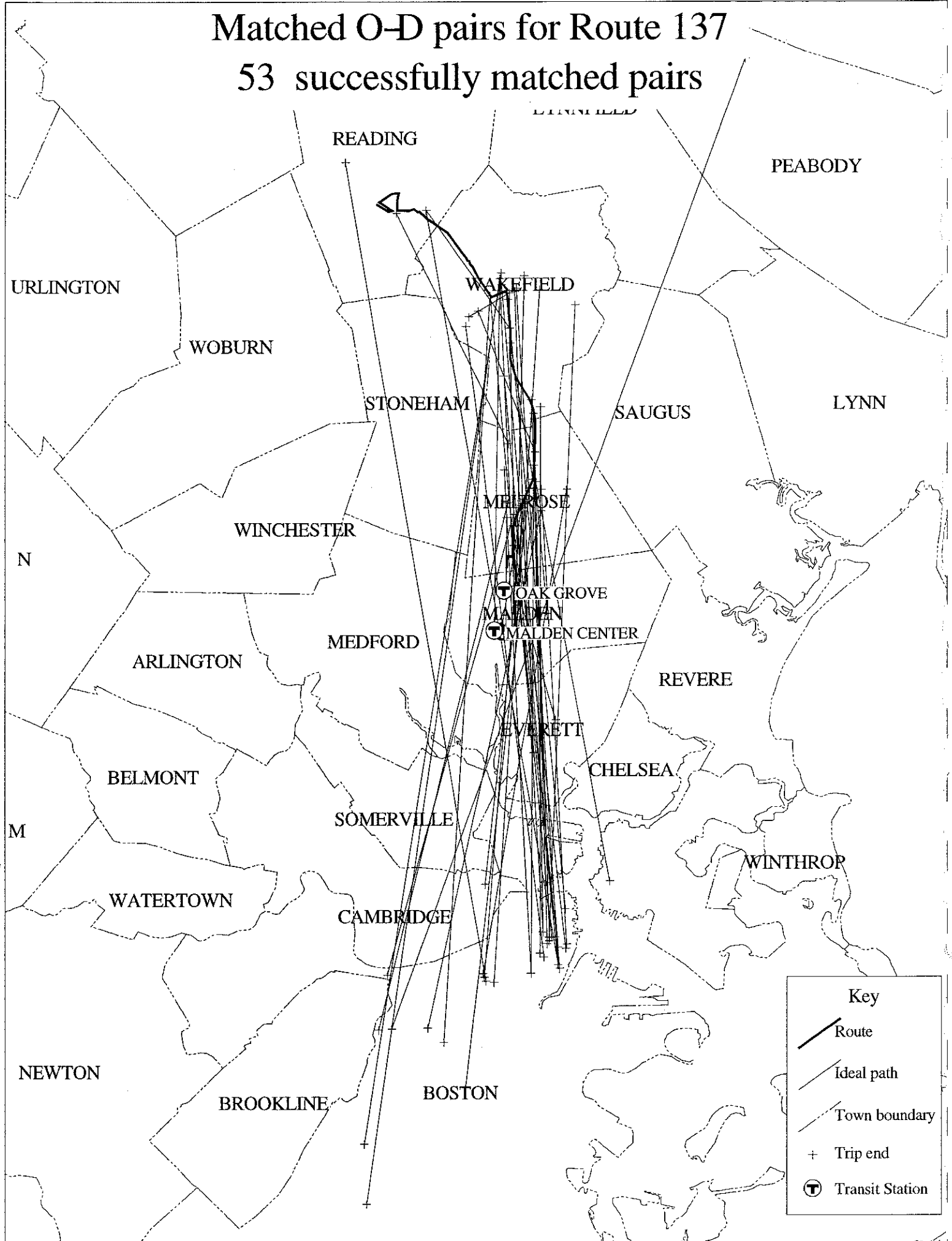
Matched O-D pairs for Route 136

90 successfully matched pairs



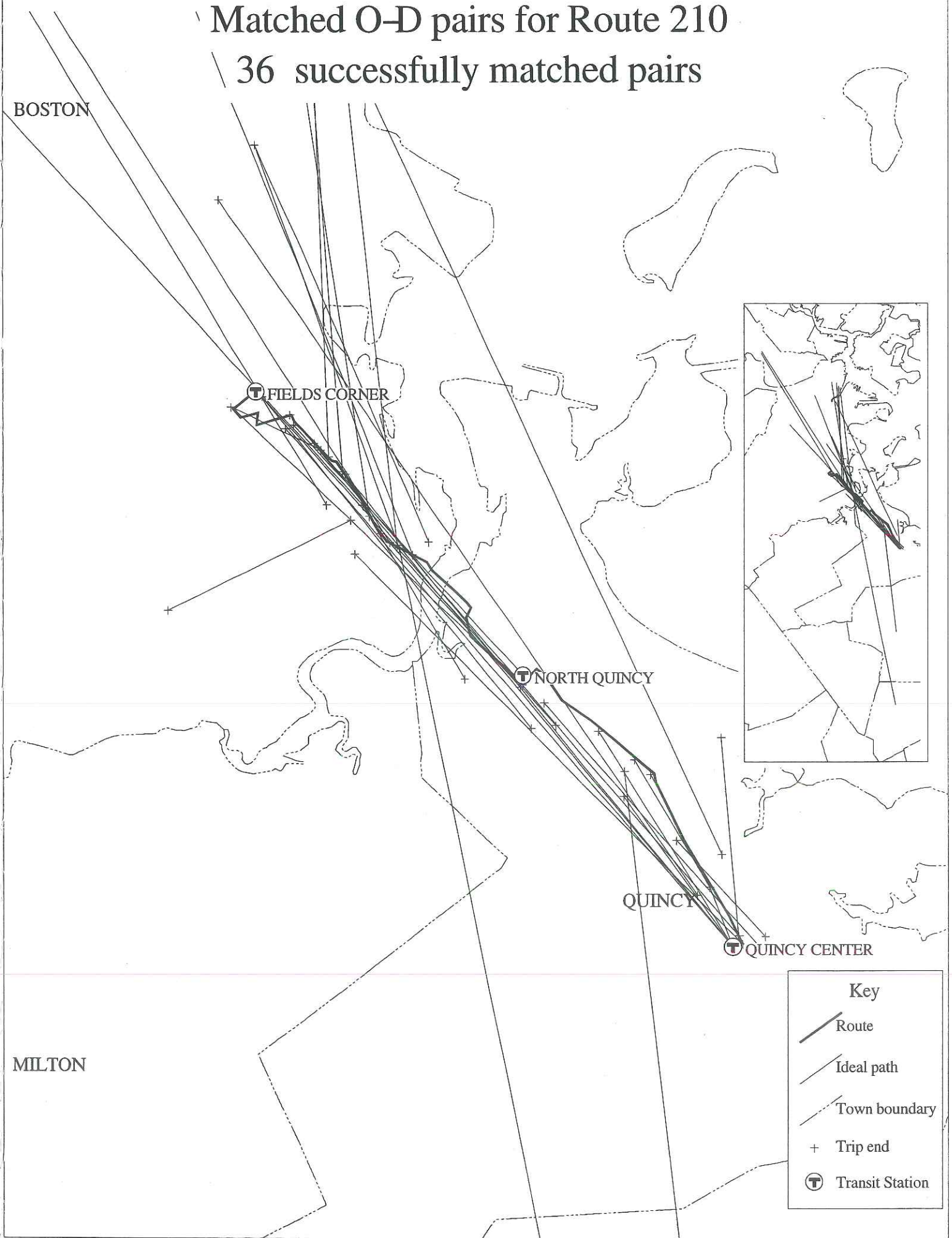
Matched O-D pairs for Route 137

53 successfully matched pairs



Matched O-D pairs for Route 210

36 successfully matched pairs

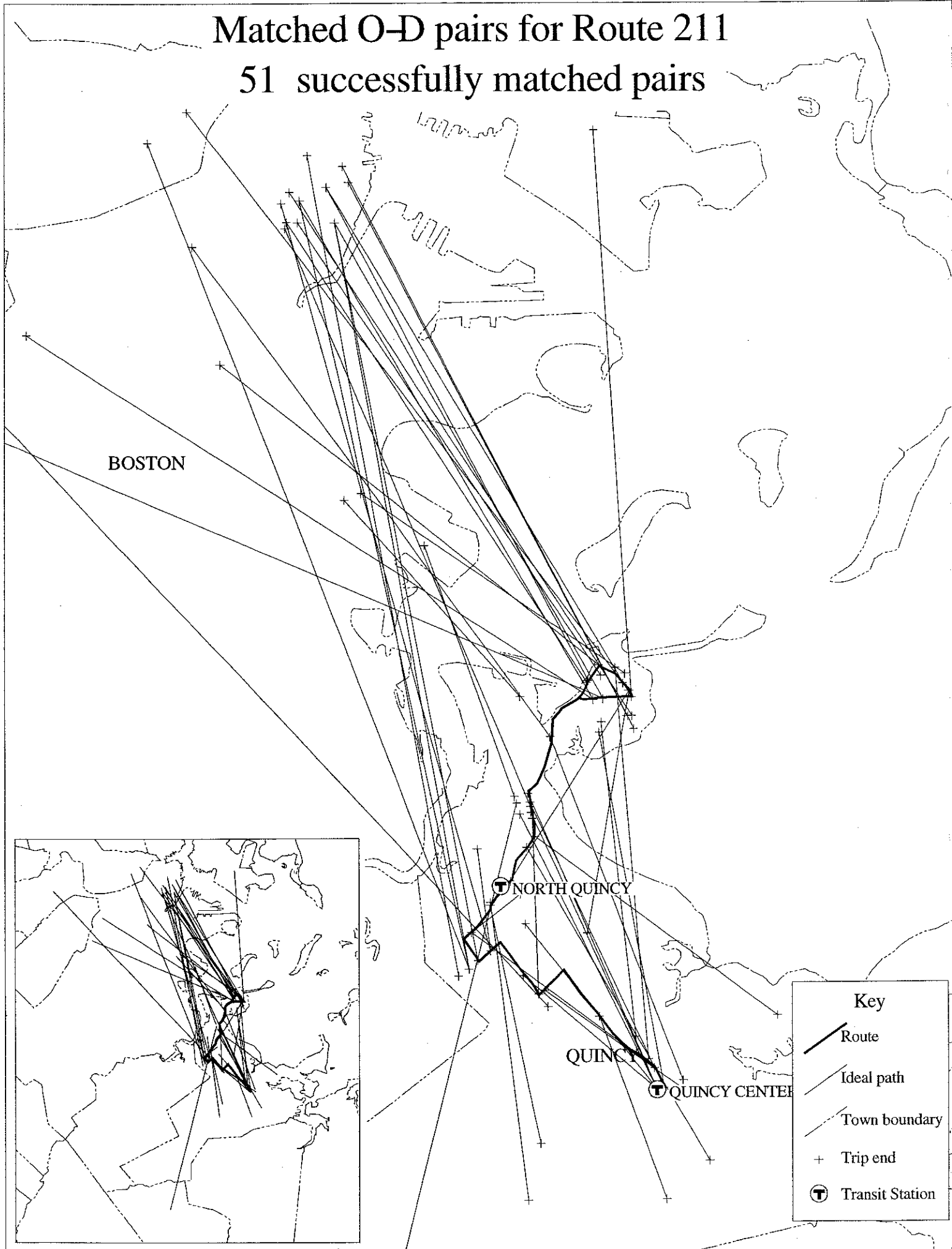


Key

- Route
- Ideal path
- Town boundary
- + Trip end
- Ⓣ Transit Station

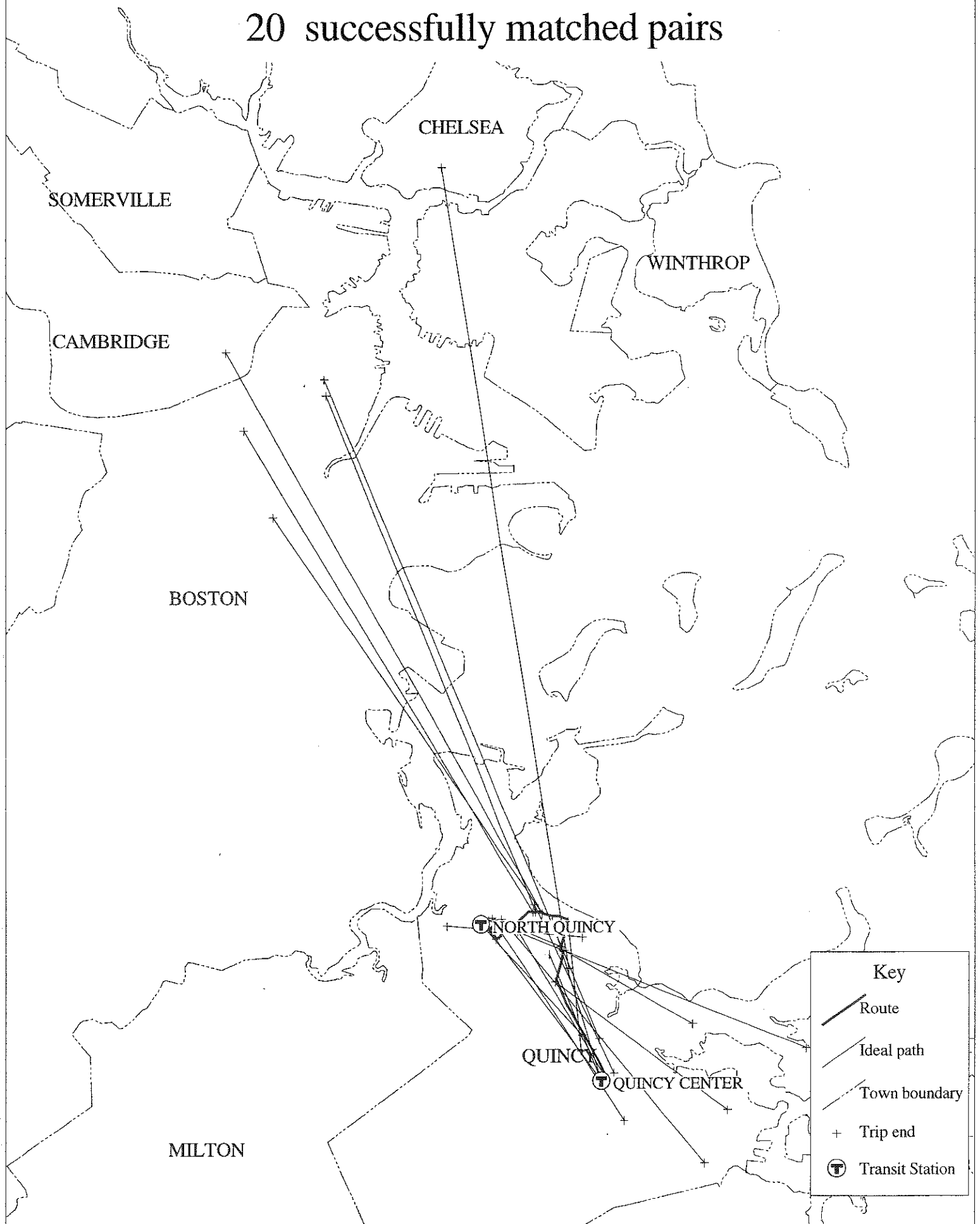
Matched O-D pairs for Route 211

51 successfully matched pairs



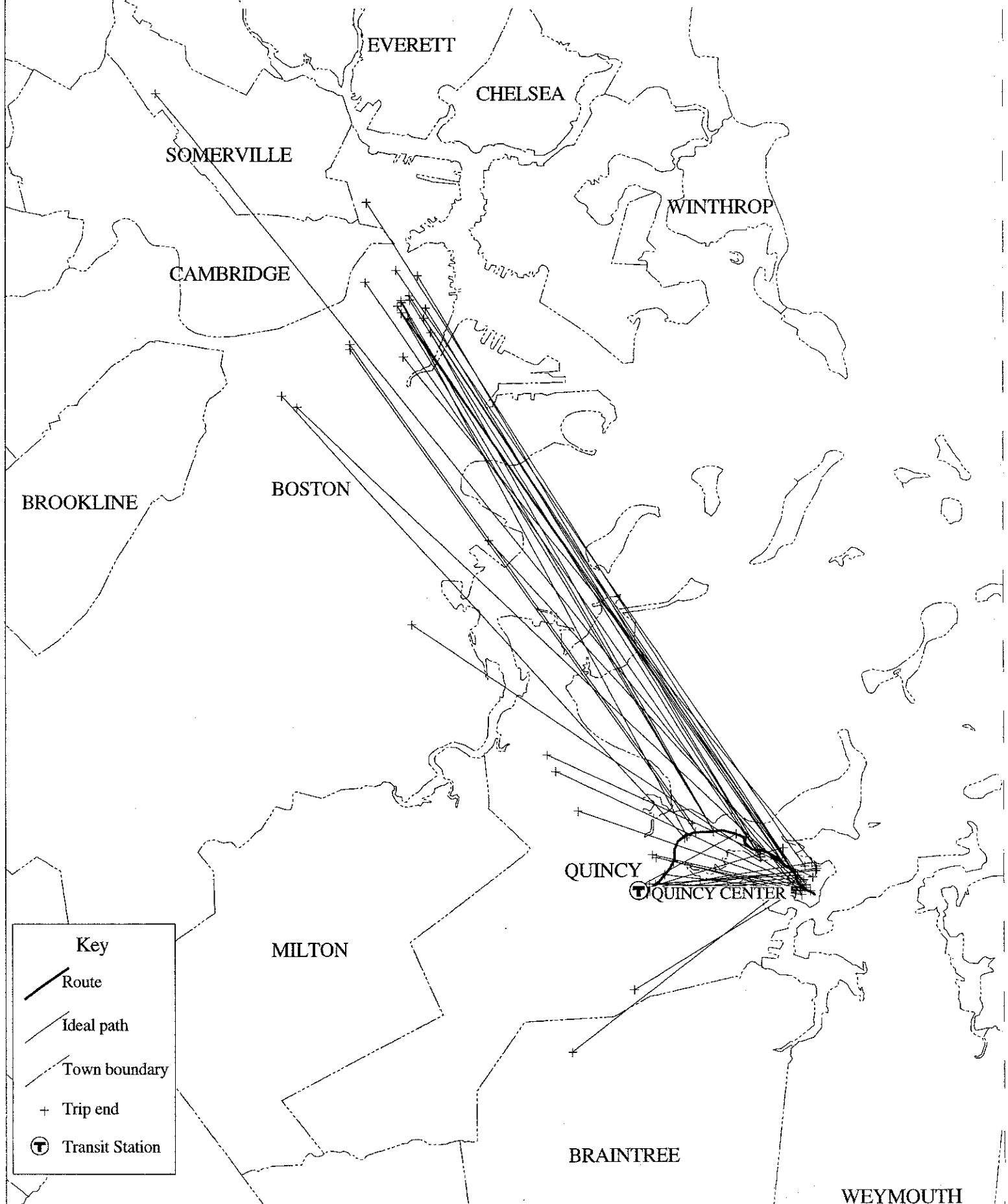
Matched O-D pairs for Route 212

20 successfully matched pairs



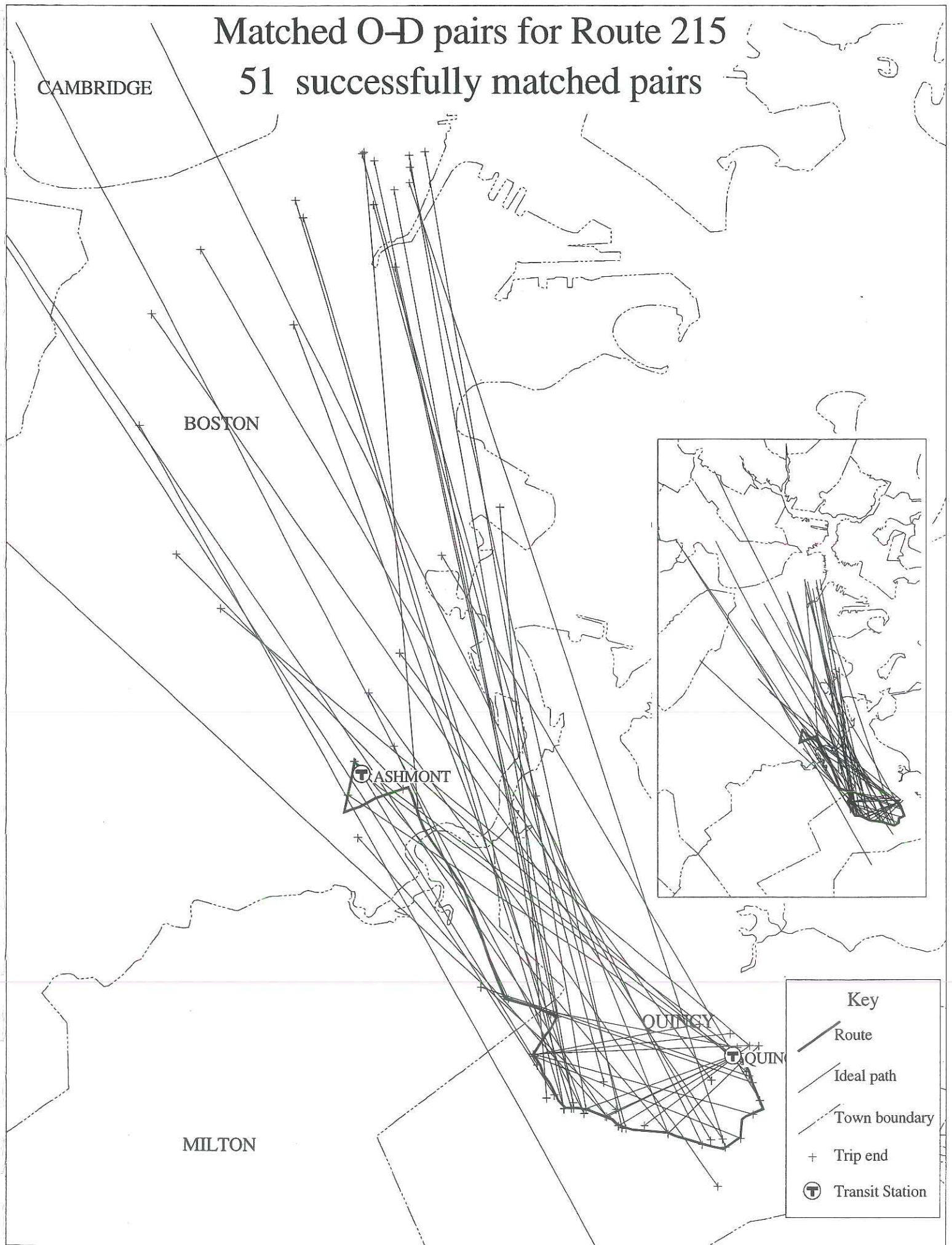
Matched O-D pairs for Route 214

51 successfully matched pairs



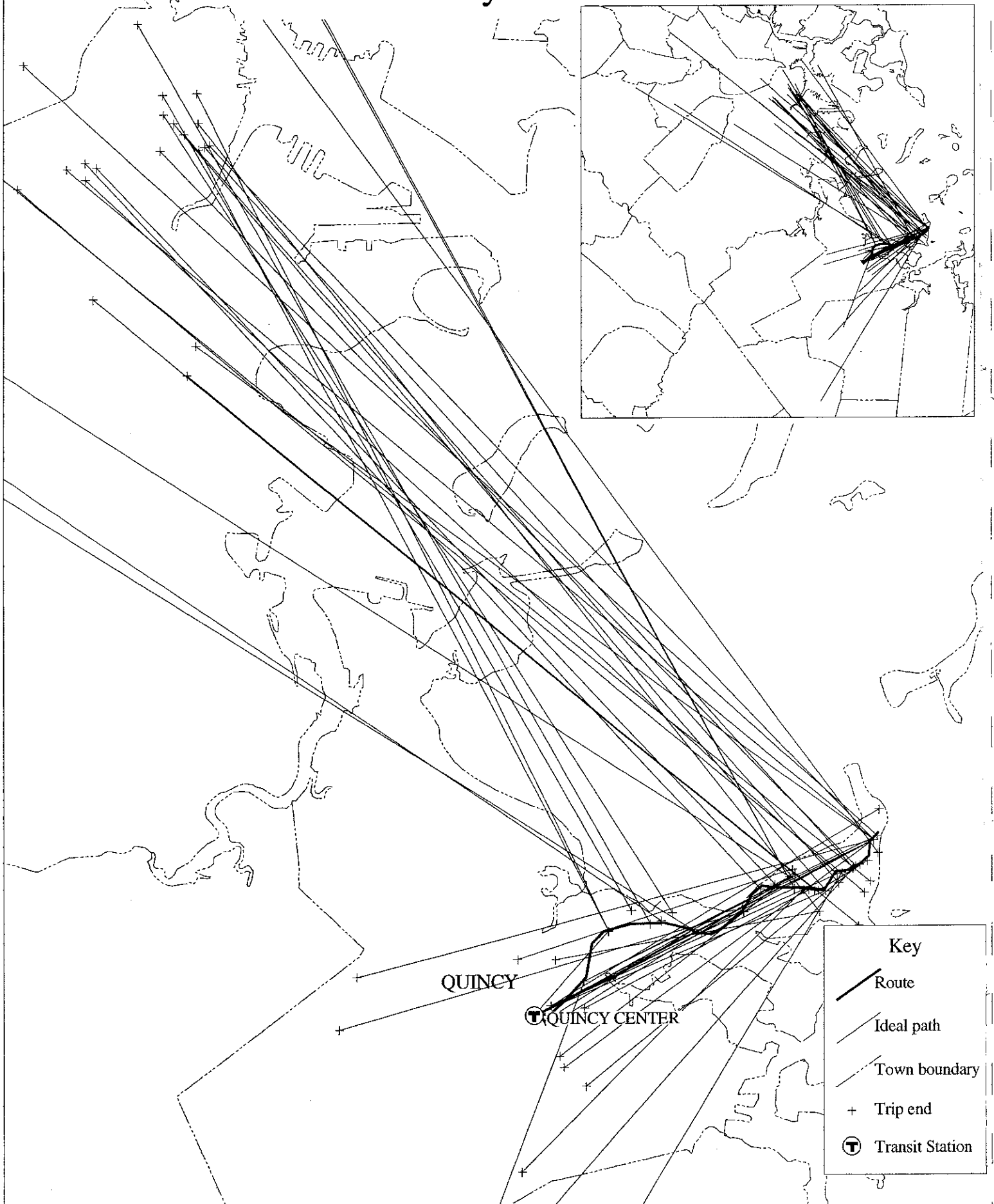
Matched O-D pairs for Route 215

51 successfully matched pairs



Matched O-D pairs for Route 216

55 successfully matched pairs



Matched O-D pairs for Route 217

25 successfully matched pairs

REVERE

EVERETT

CHELSEA

SOMERVILLE

CAMBRIDGE

BROOKLINE

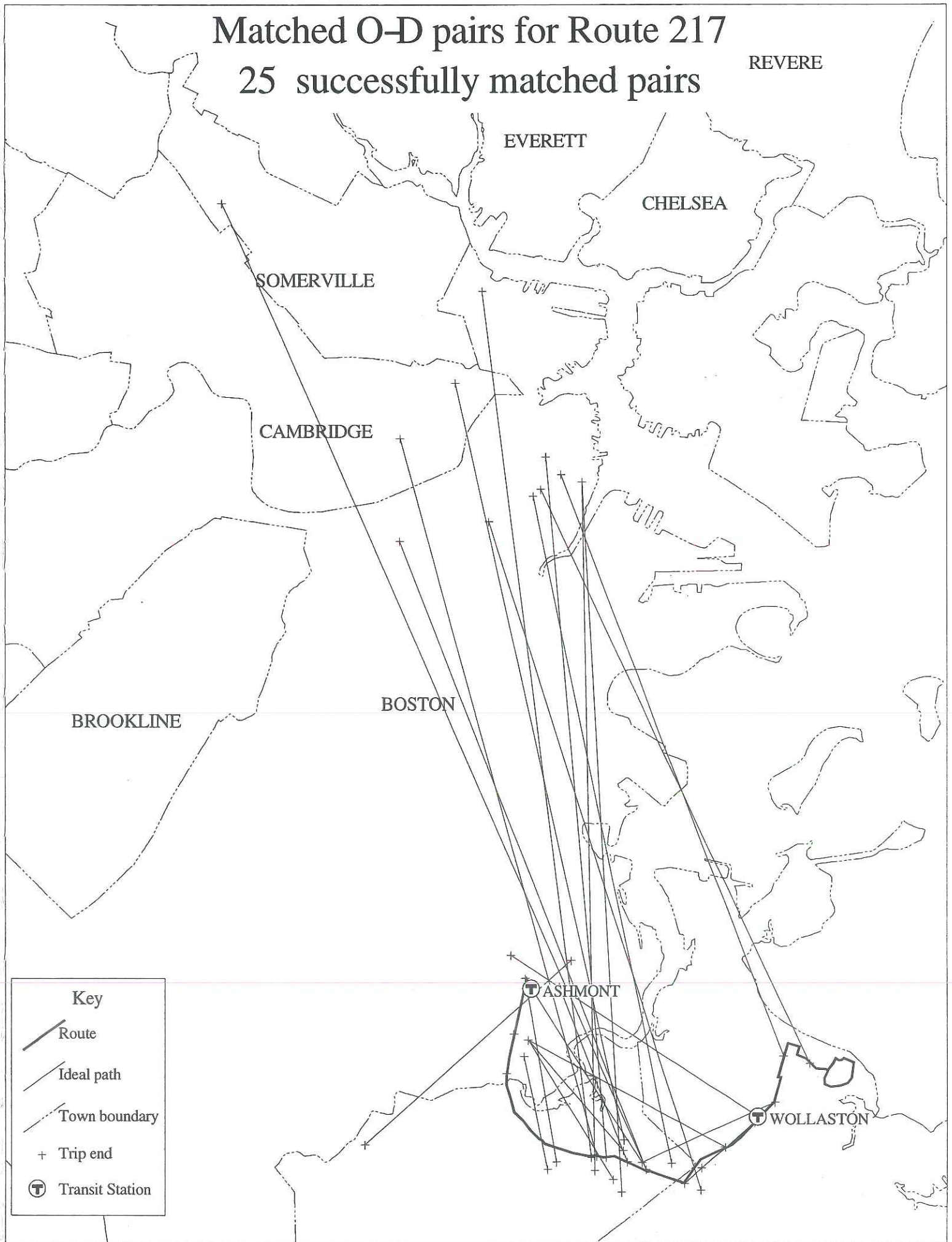
BOSTON

ASHMONT

WOLLASTON

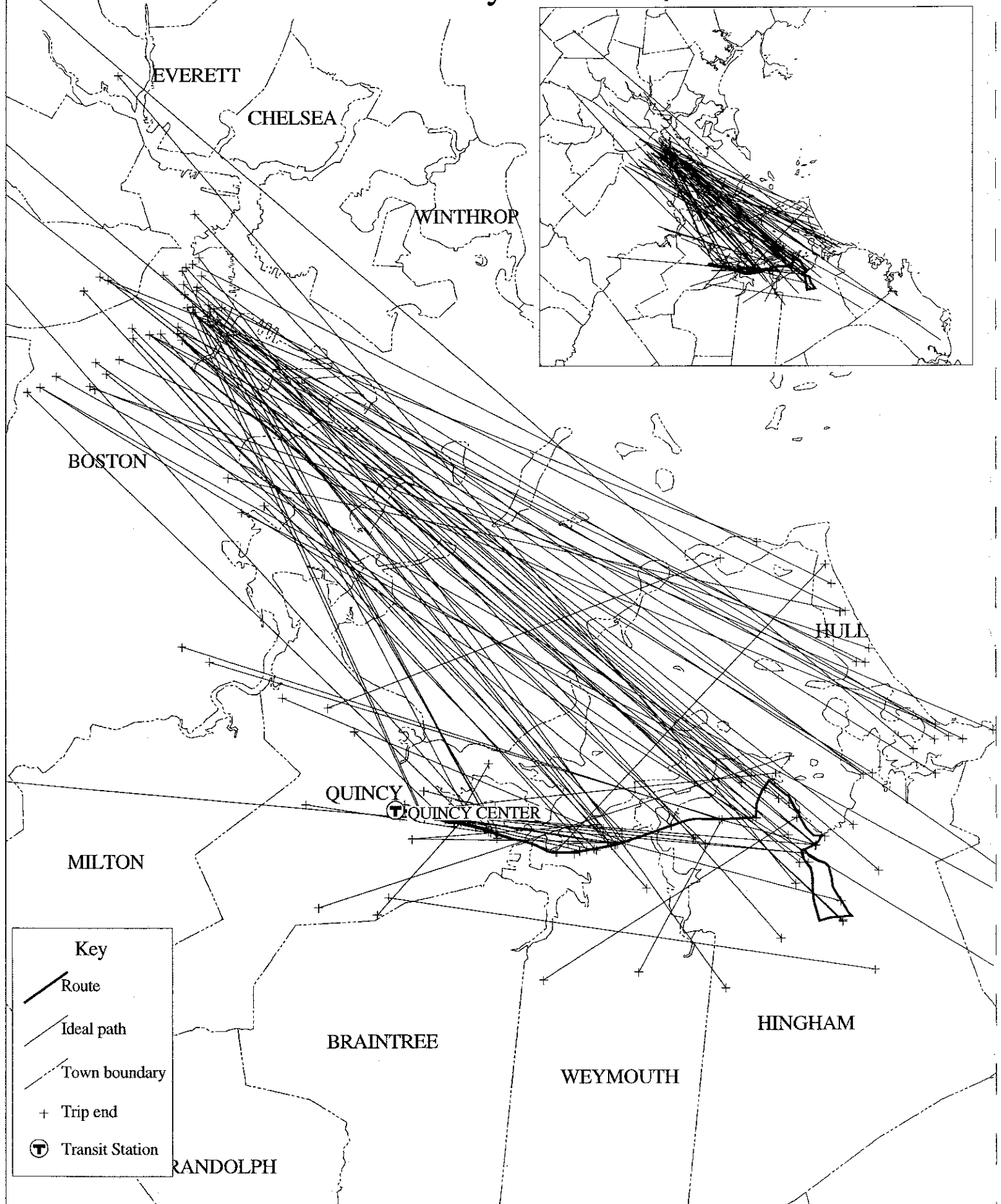
Key

- Route
- Ideal path
- Town boundary
- + Trip end
- Ⓣ Transit Station



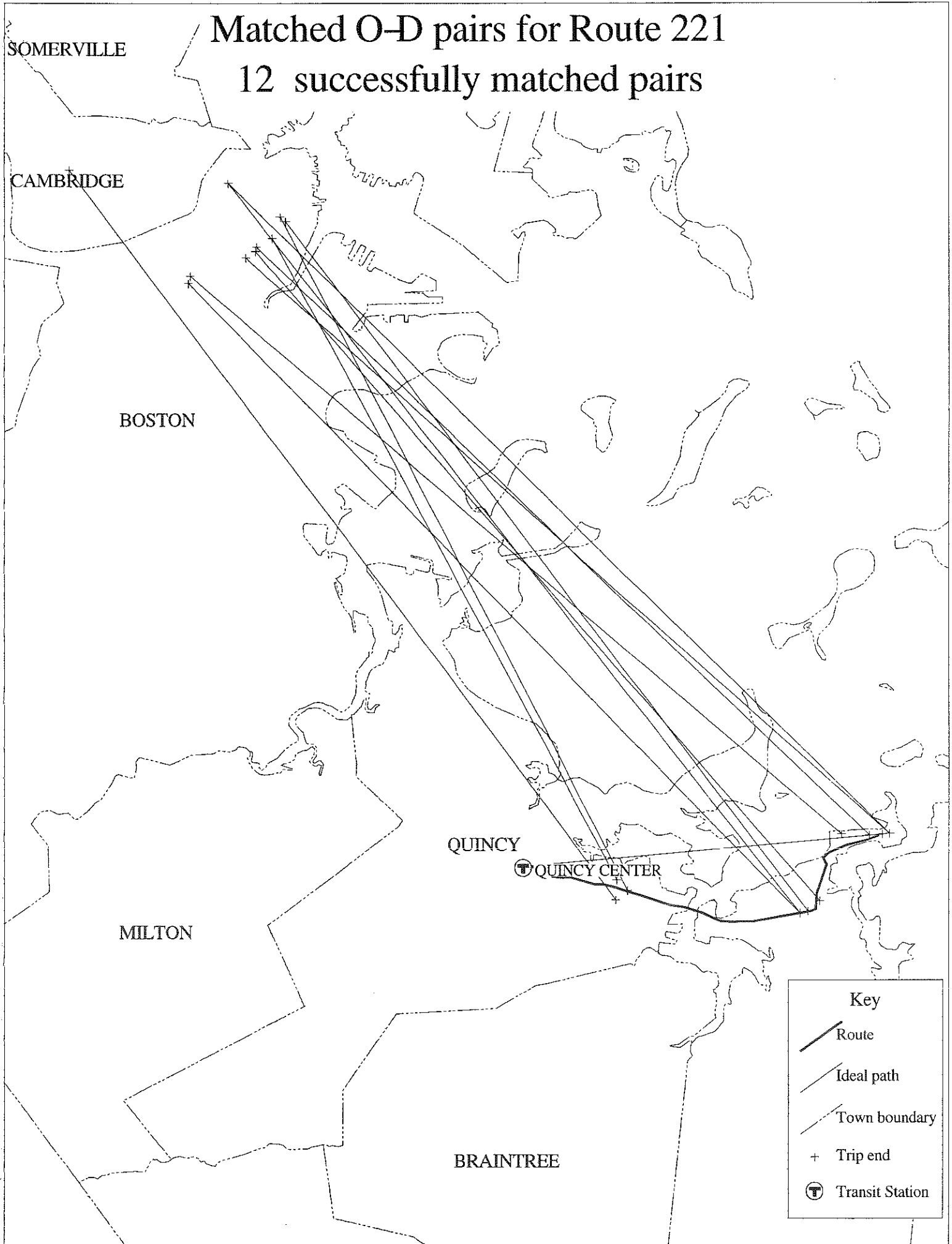
Matched O-D pairs for Route 220

98 successfully matched pairs



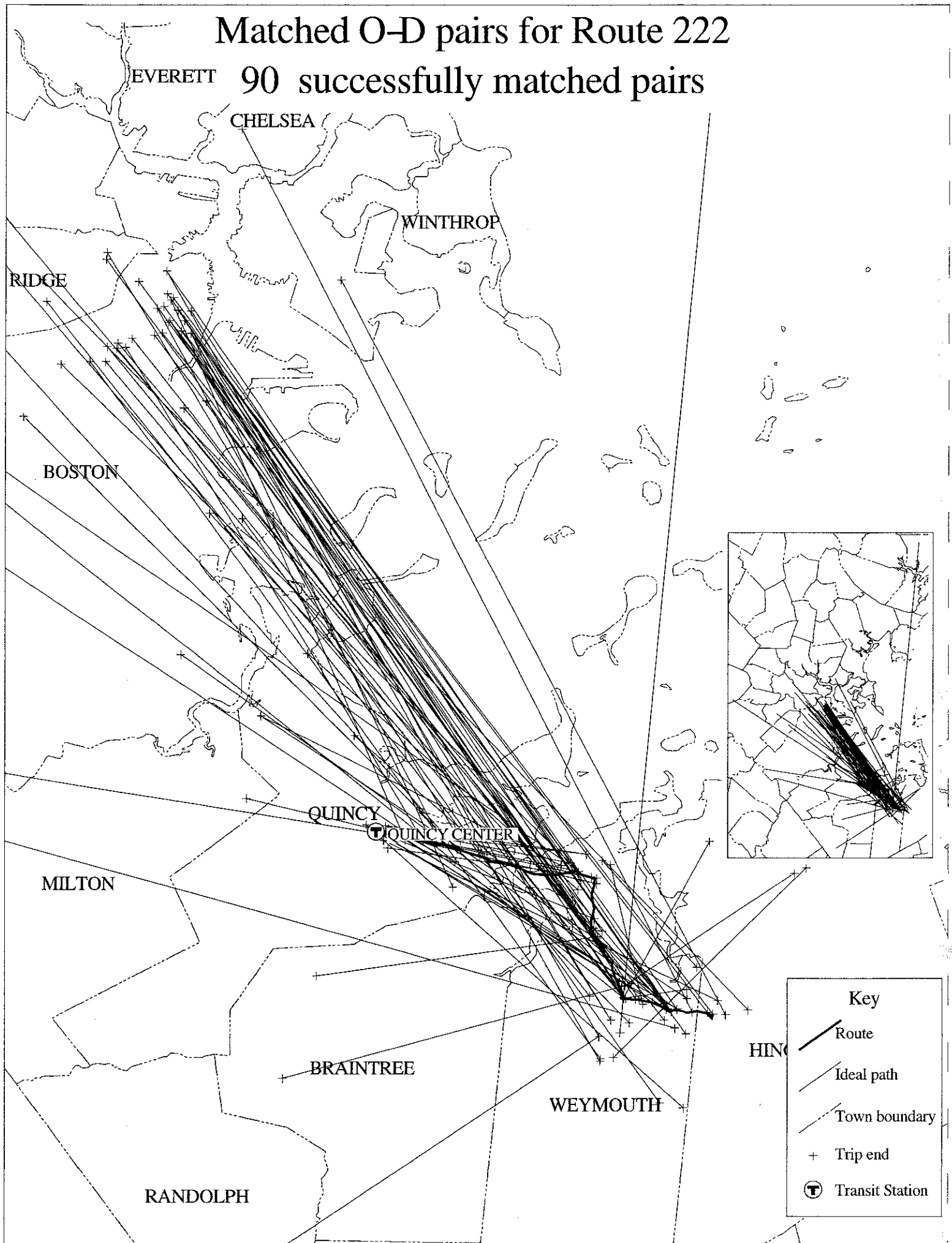
Matched O-D pairs for Route 221

12 successfully matched pairs



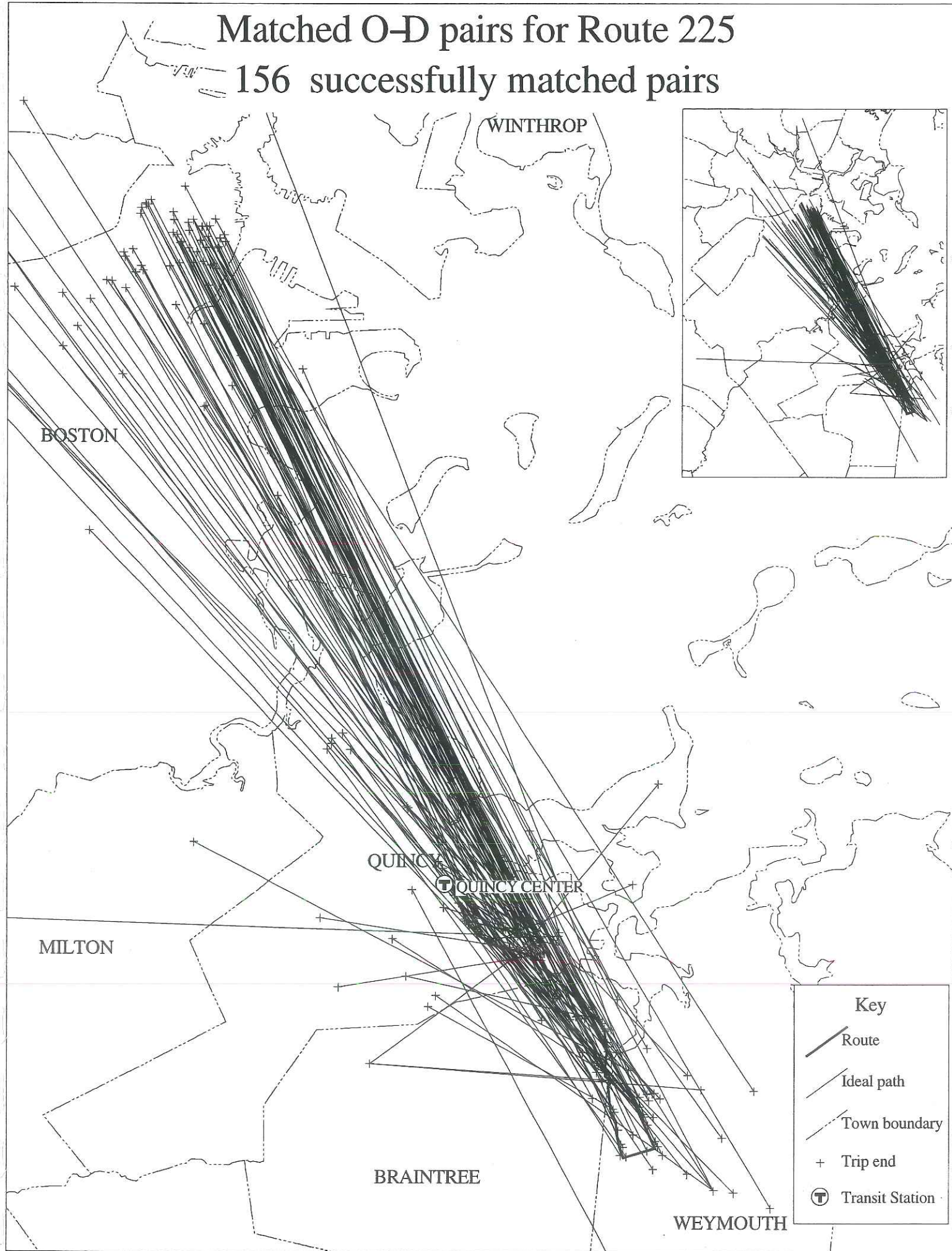
Matched O-D pairs for Route 222

90 successfully matched pairs



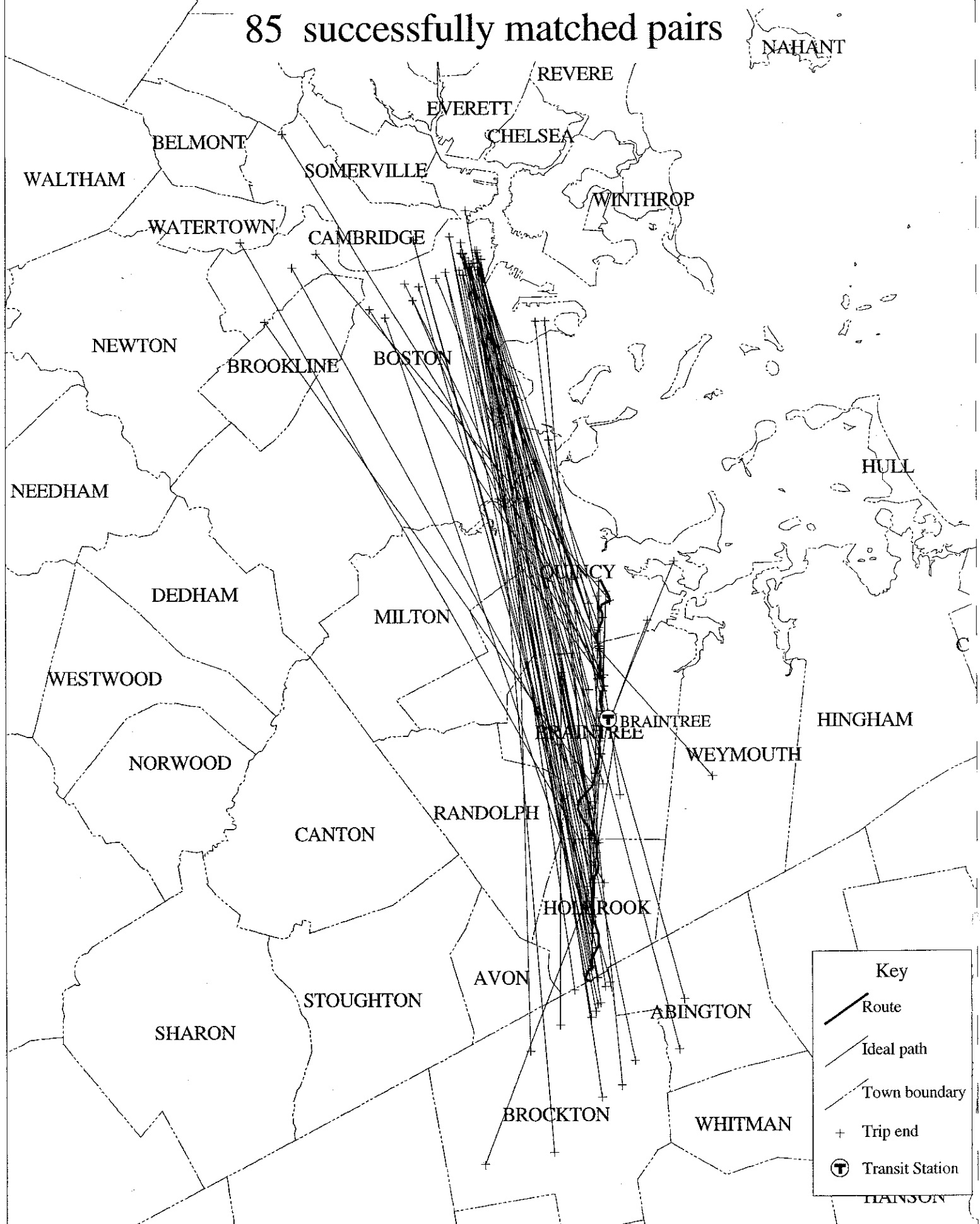
Matched O-D pairs for Route 225

156 successfully matched pairs



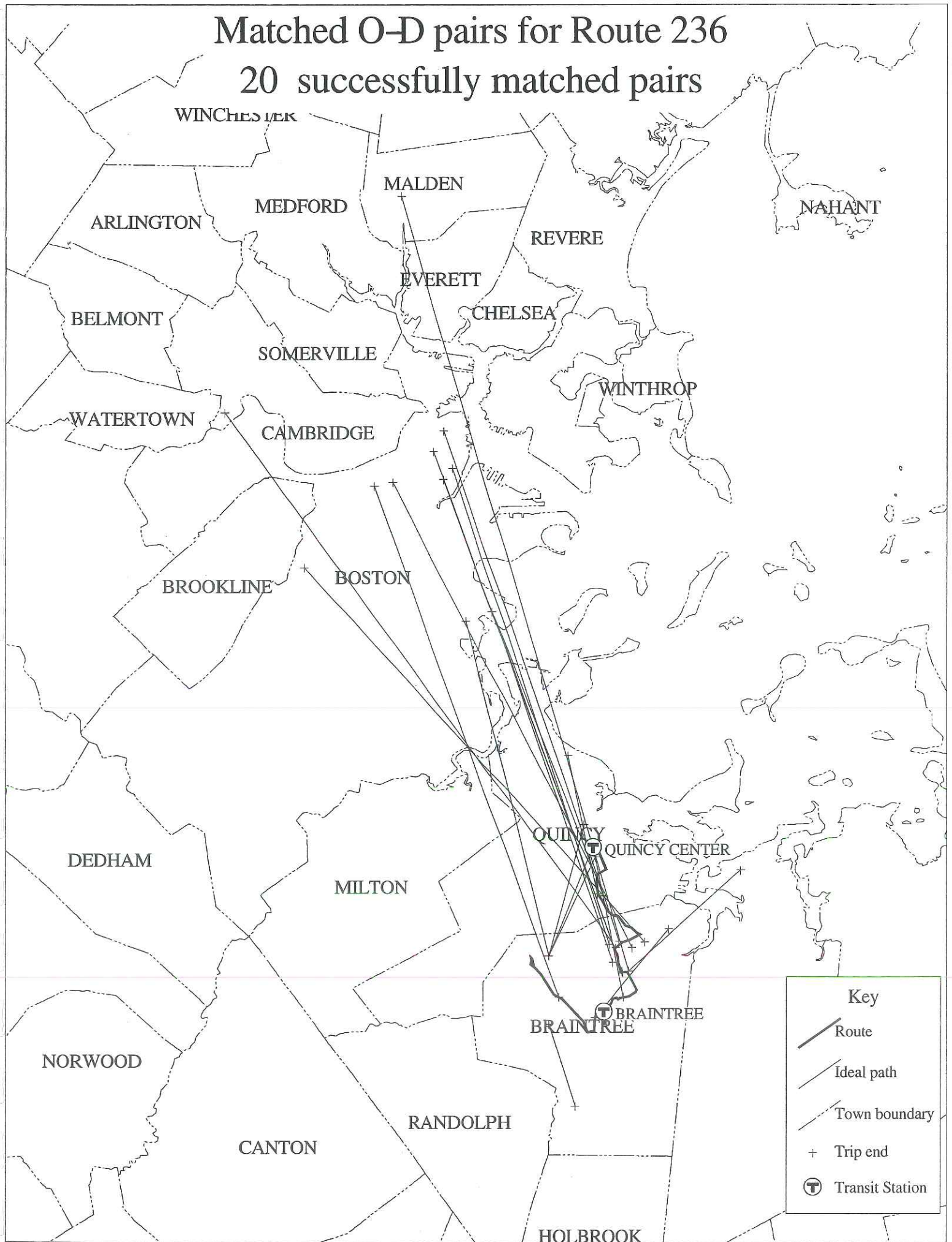
Matched O-D pairs for Route 230

85 successfully matched pairs



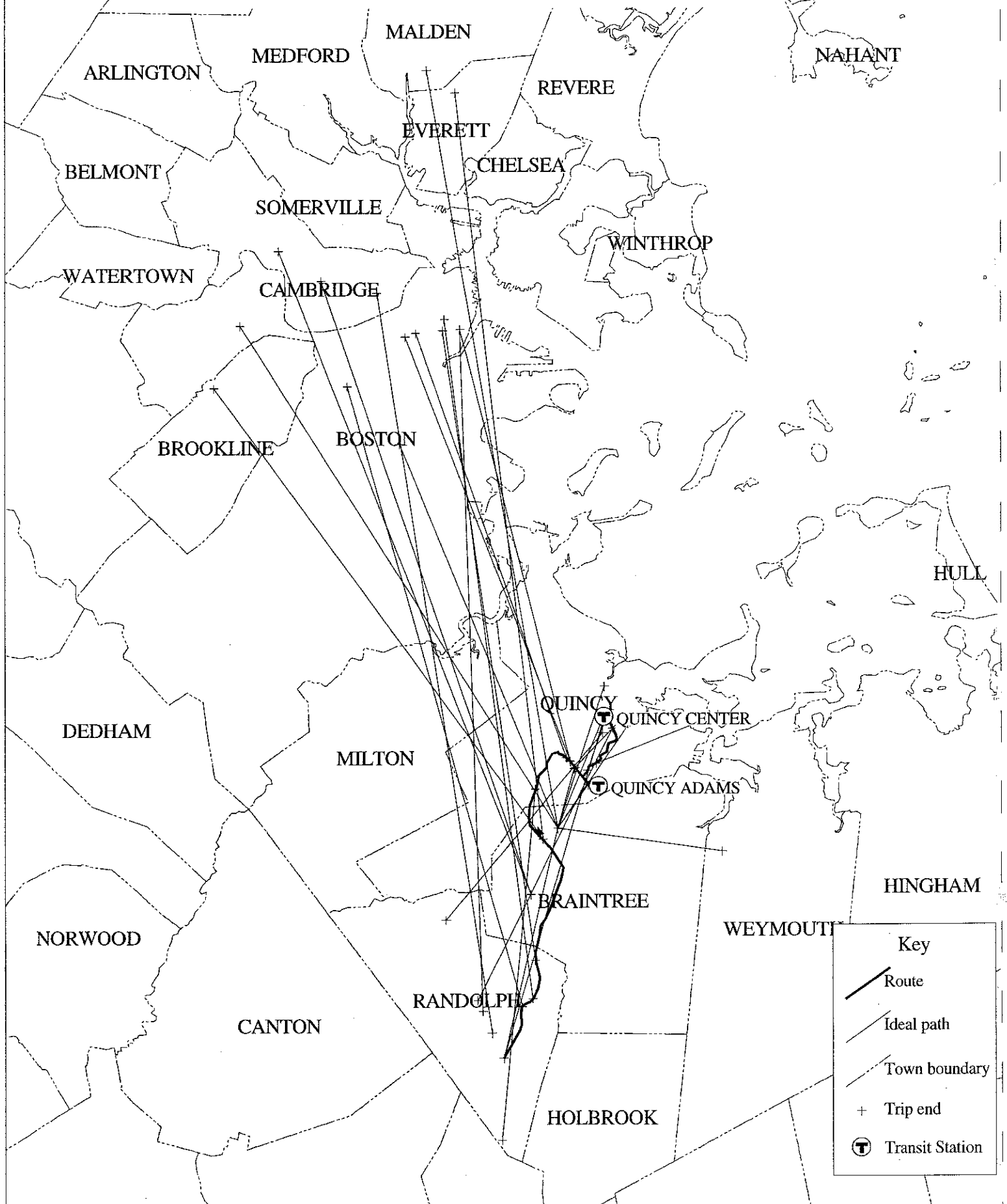
Matched O-D pairs for Route 236

20 successfully matched pairs



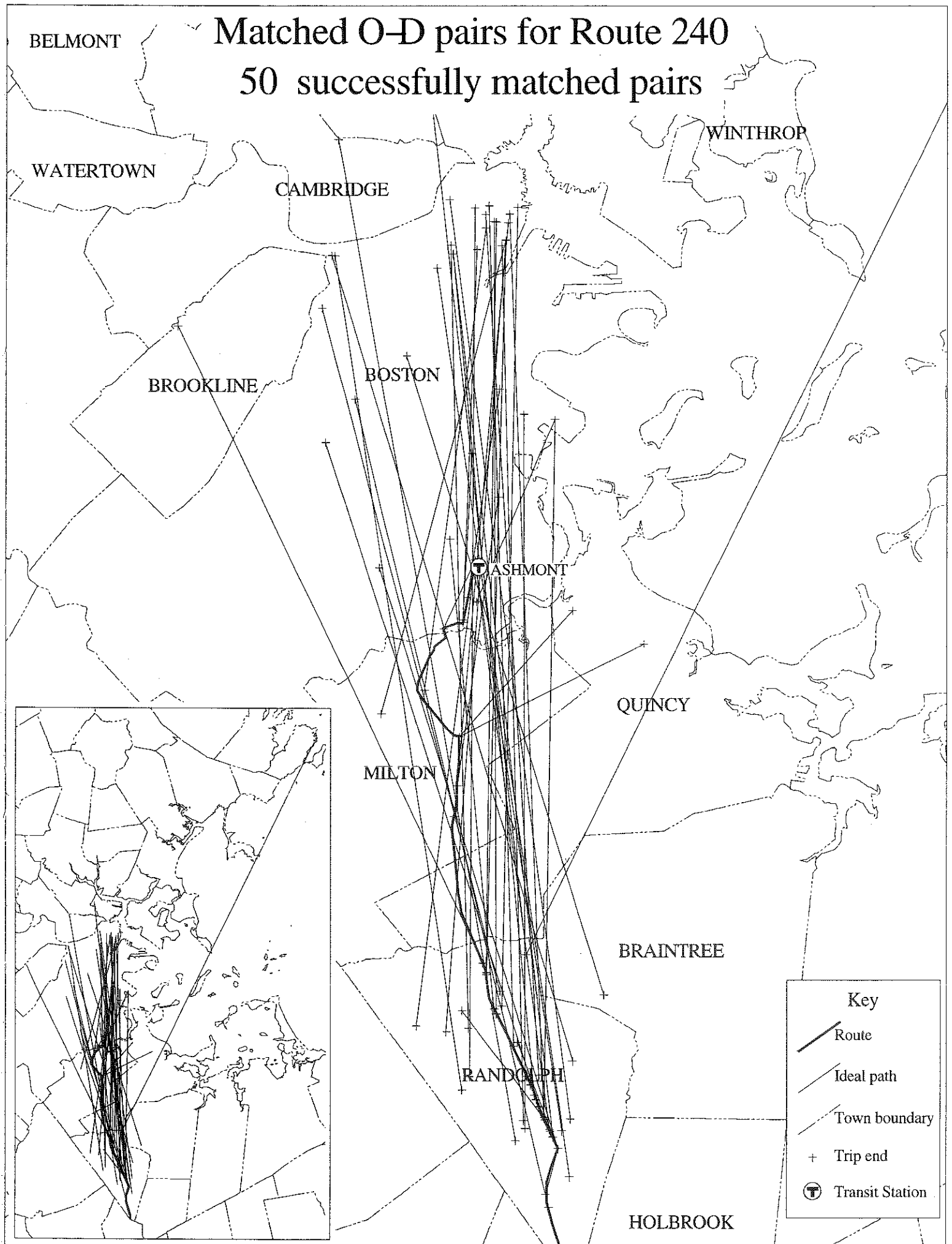
Matched O-D pairs for Route 238

30 successfully matched pairs



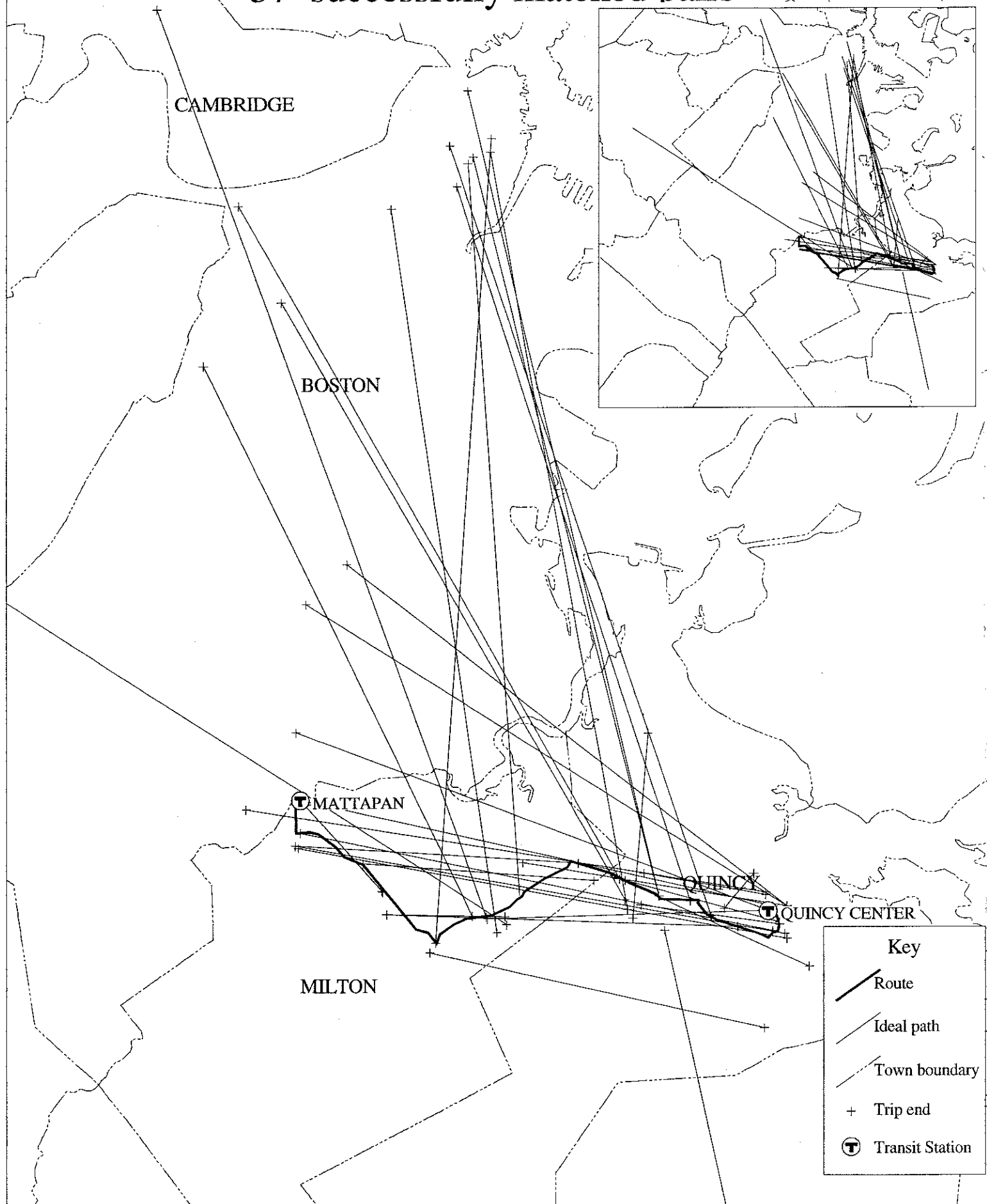
Matched O-D pairs for Route 240

50 successfully matched pairs



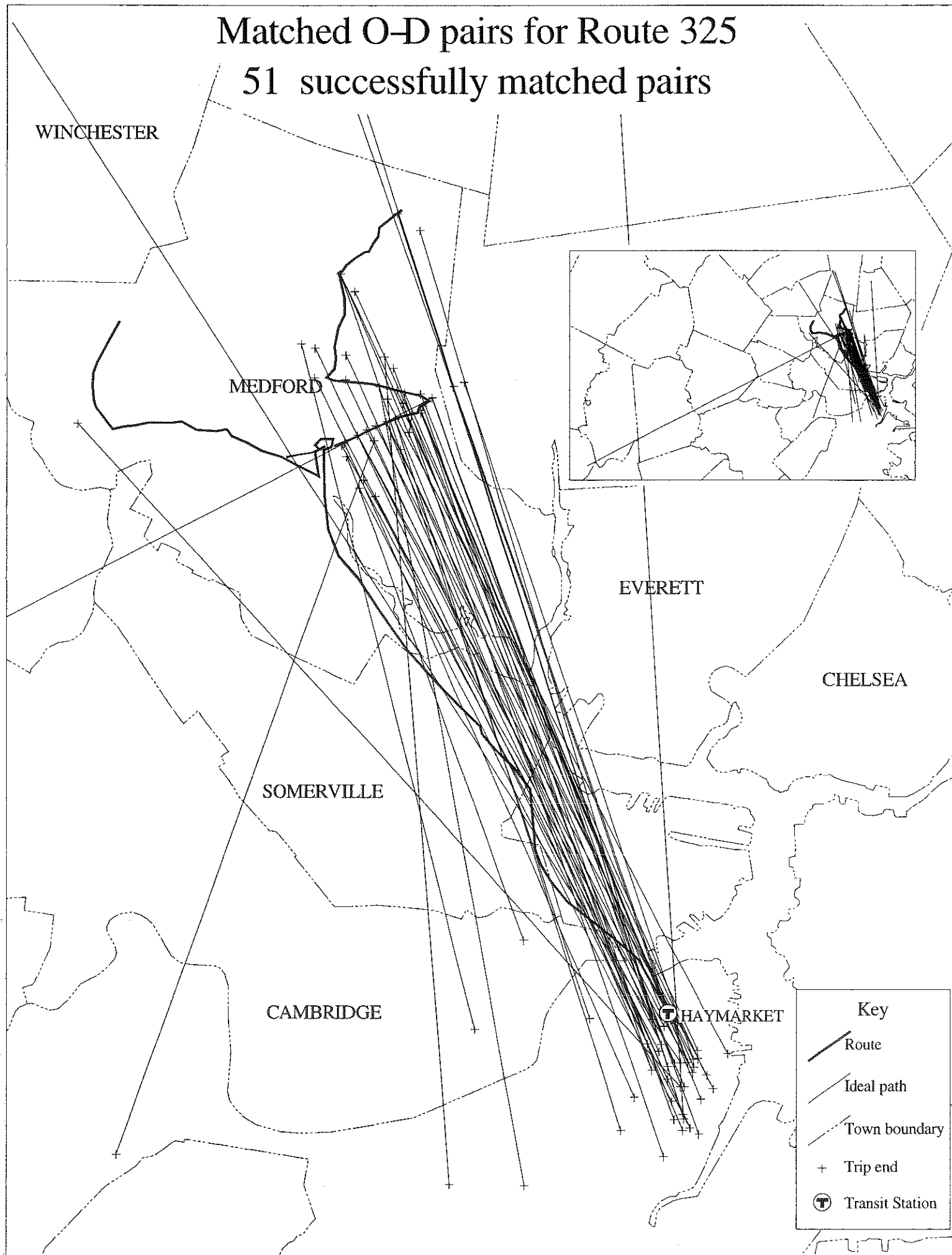
Matched O-D pairs for Route 245

37 successfully matched pairs



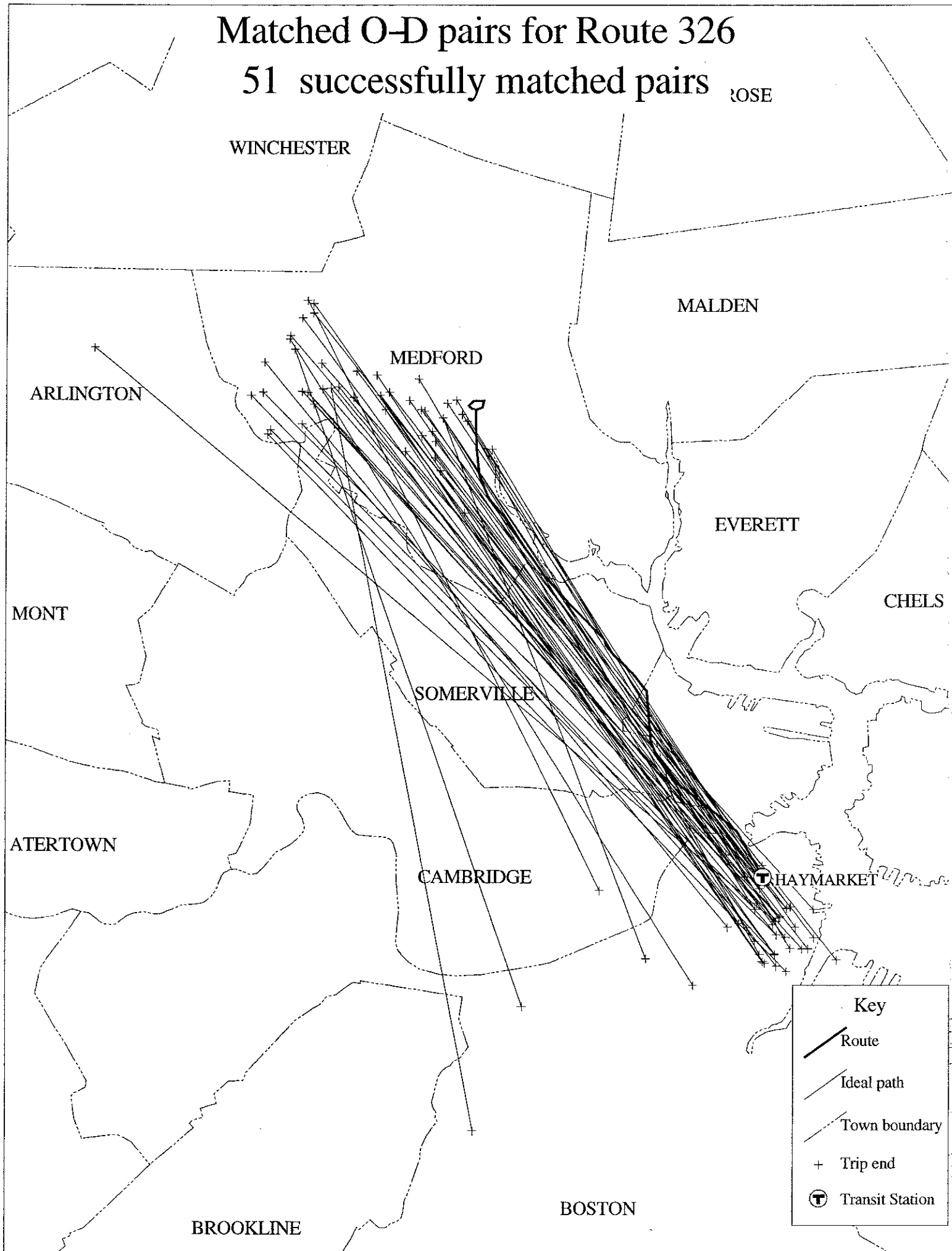
Matched O-D pairs for Route 325

51 successfully matched pairs



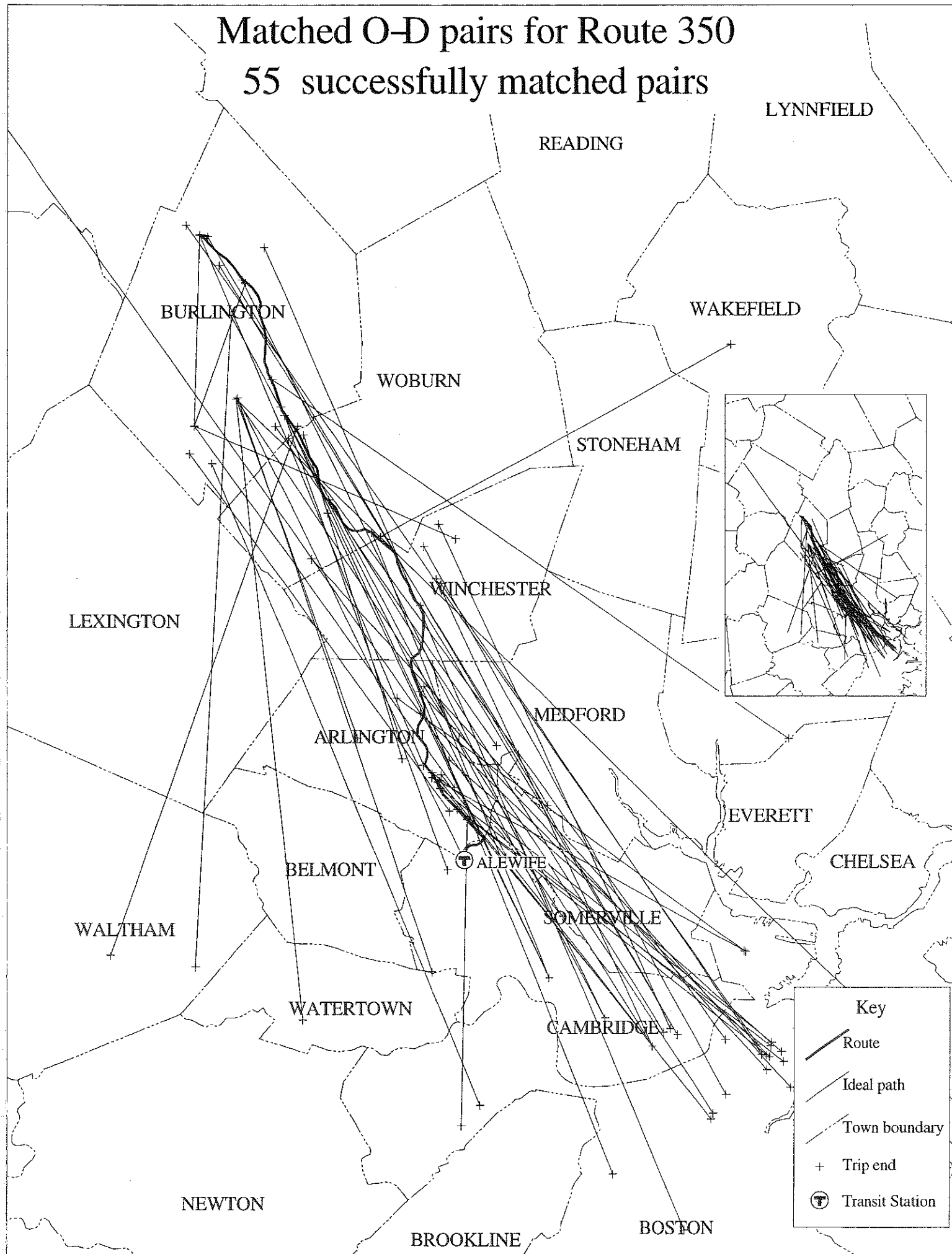
Matched O-D pairs for Route 326

51 successfully matched pairs



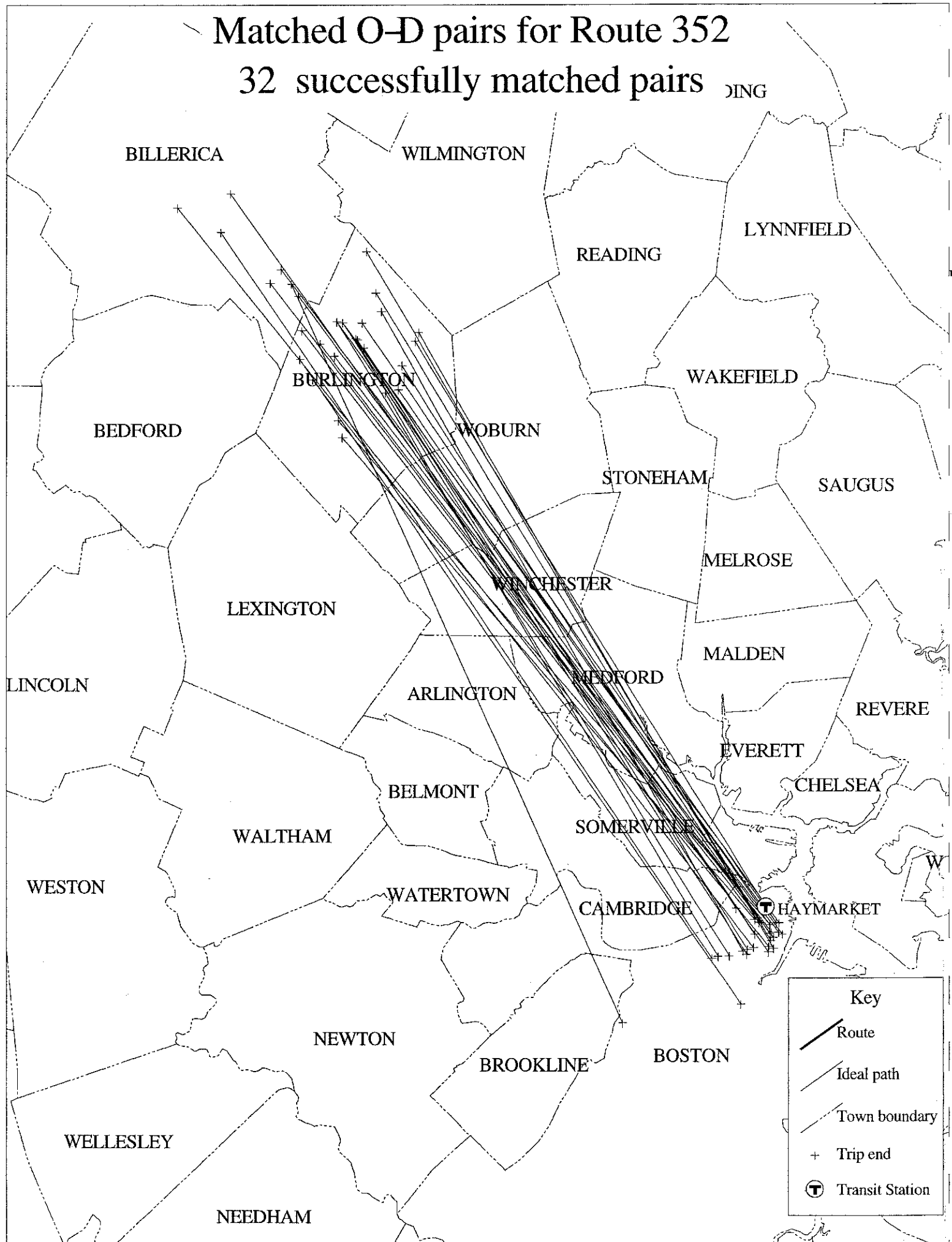
Matched O-D pairs for Route 350

55 successfully matched pairs



Matched O-D pairs for Route 352

32 successfully matched pairs



RLINGTON

Matched O-D pairs for Route 353

15 successfully matched pairs

WOBURN

STONEHAM

SAUGUS

MELROSE

WINCHESTER

MALDEN

MEDFORD

ARLINGTON

REVERE

EVERETT

BELMONT

CHELSEA

SOMERVILLE

WATERTOWN

CAMBRIDGE

HAYMARKET

NEWTON

BROOKLINE

BOSTON

Key

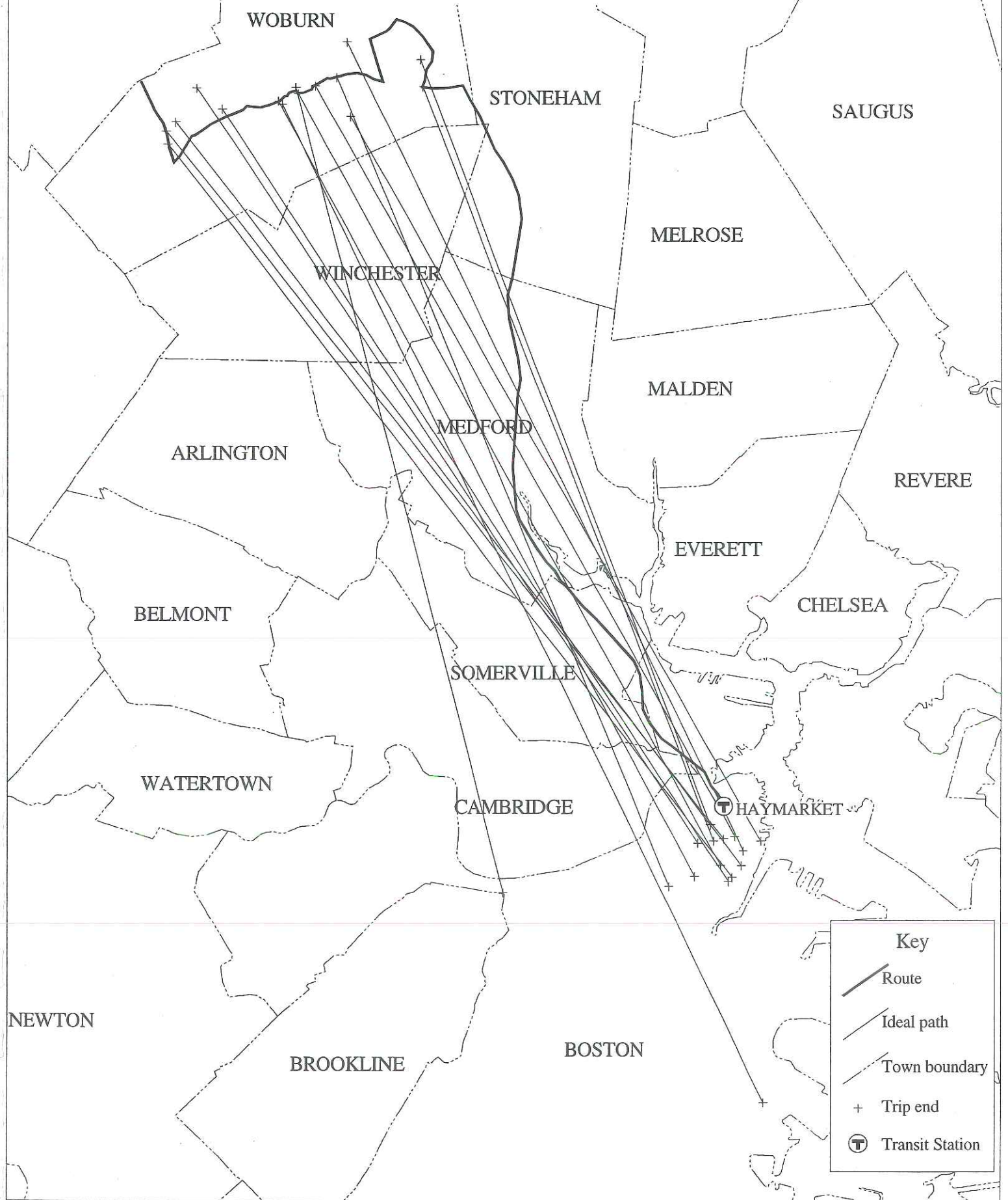
Route

Ideal path

Town boundary

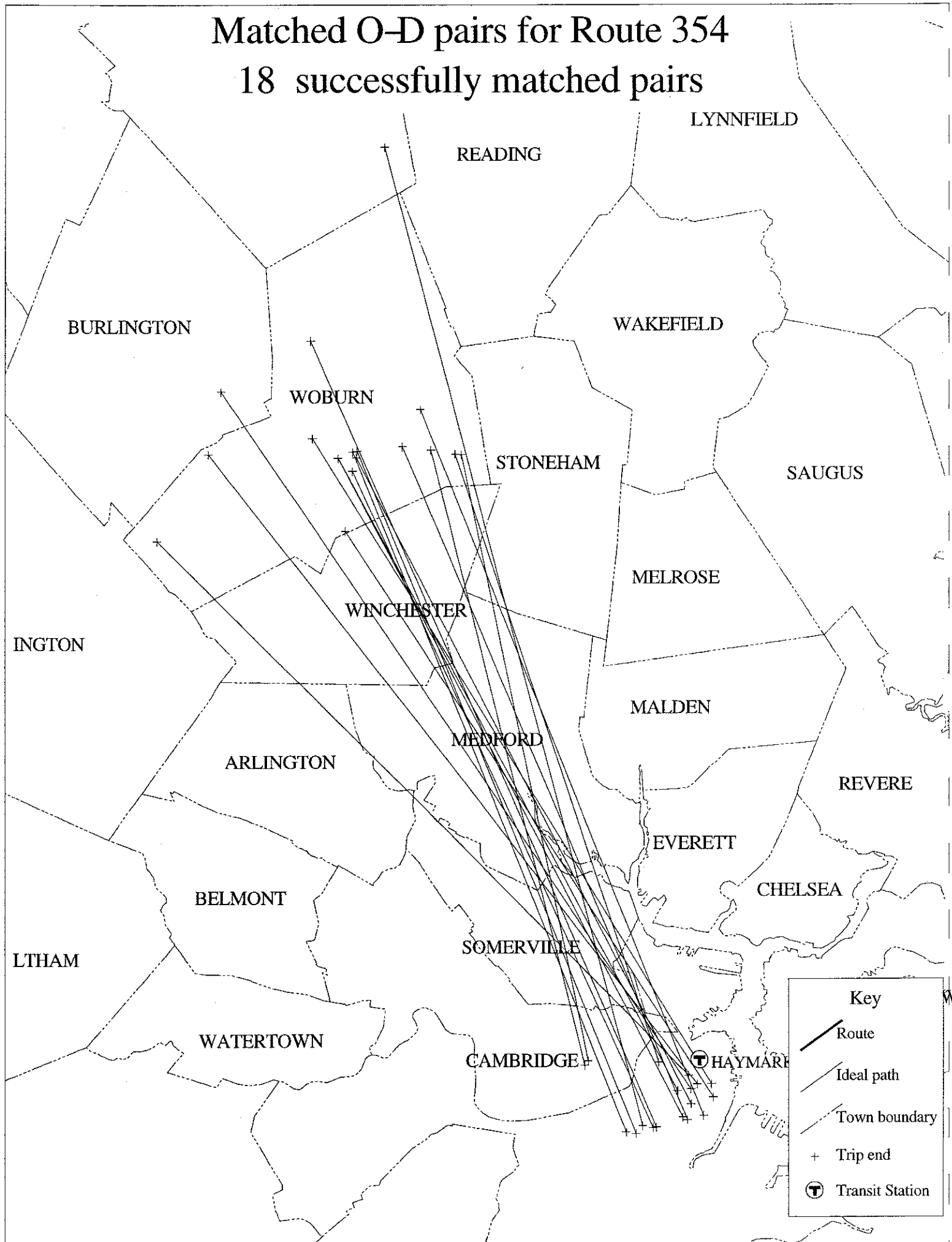
+ Trip end

Ⓣ Transit Station



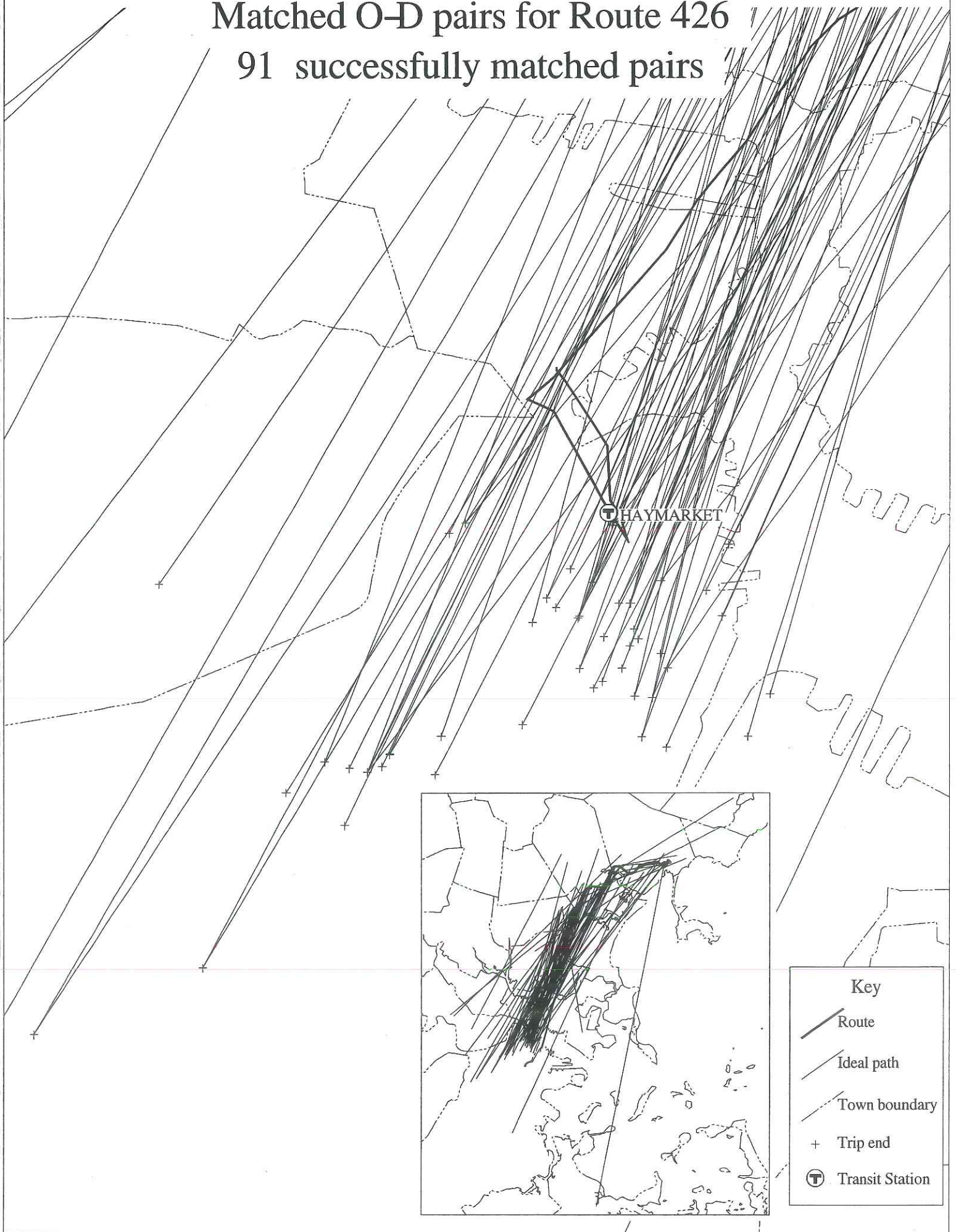
Matched O-D pairs for Route 354

18 successfully matched pairs



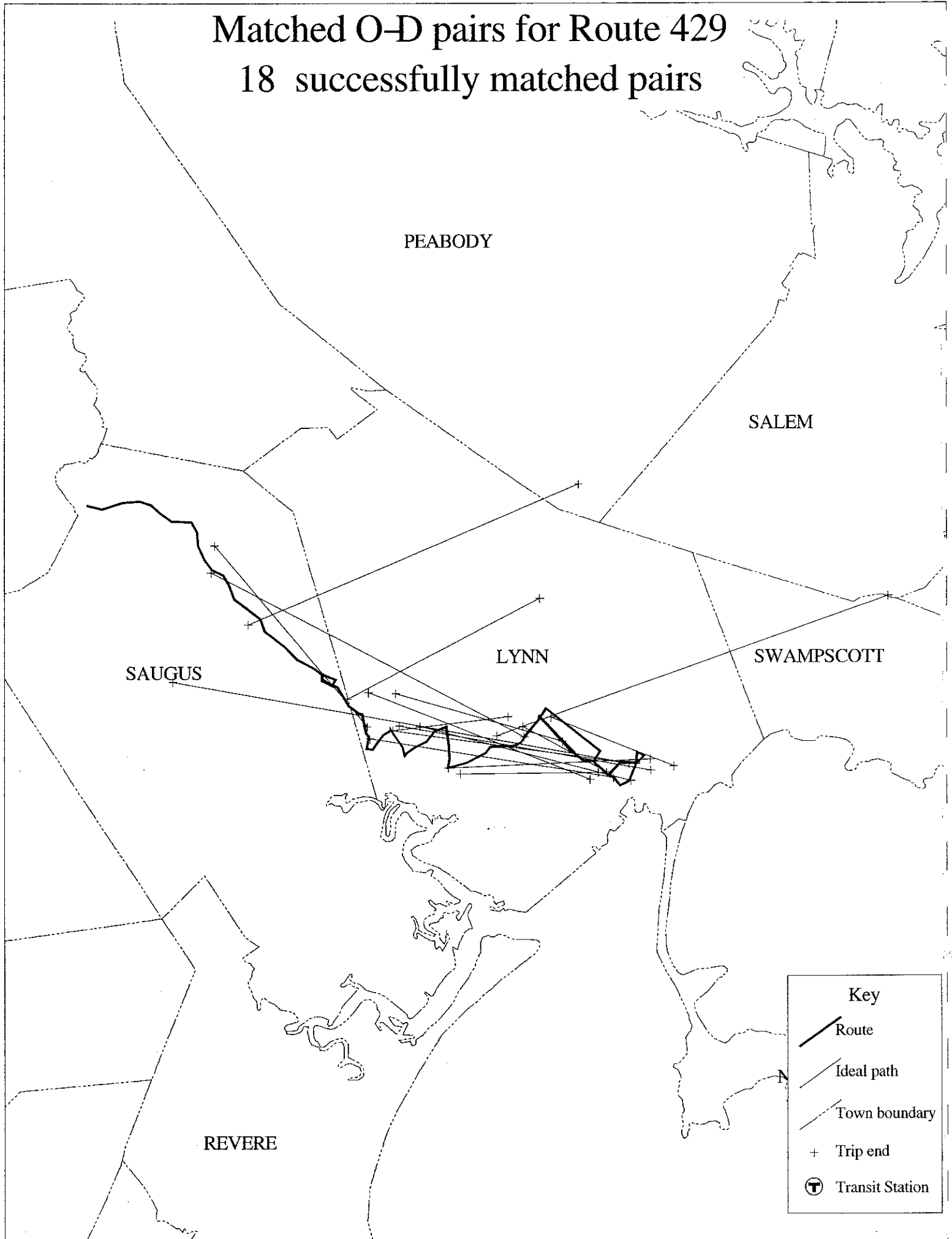
Matched O-D pairs for Route 426

91 successfully matched pairs



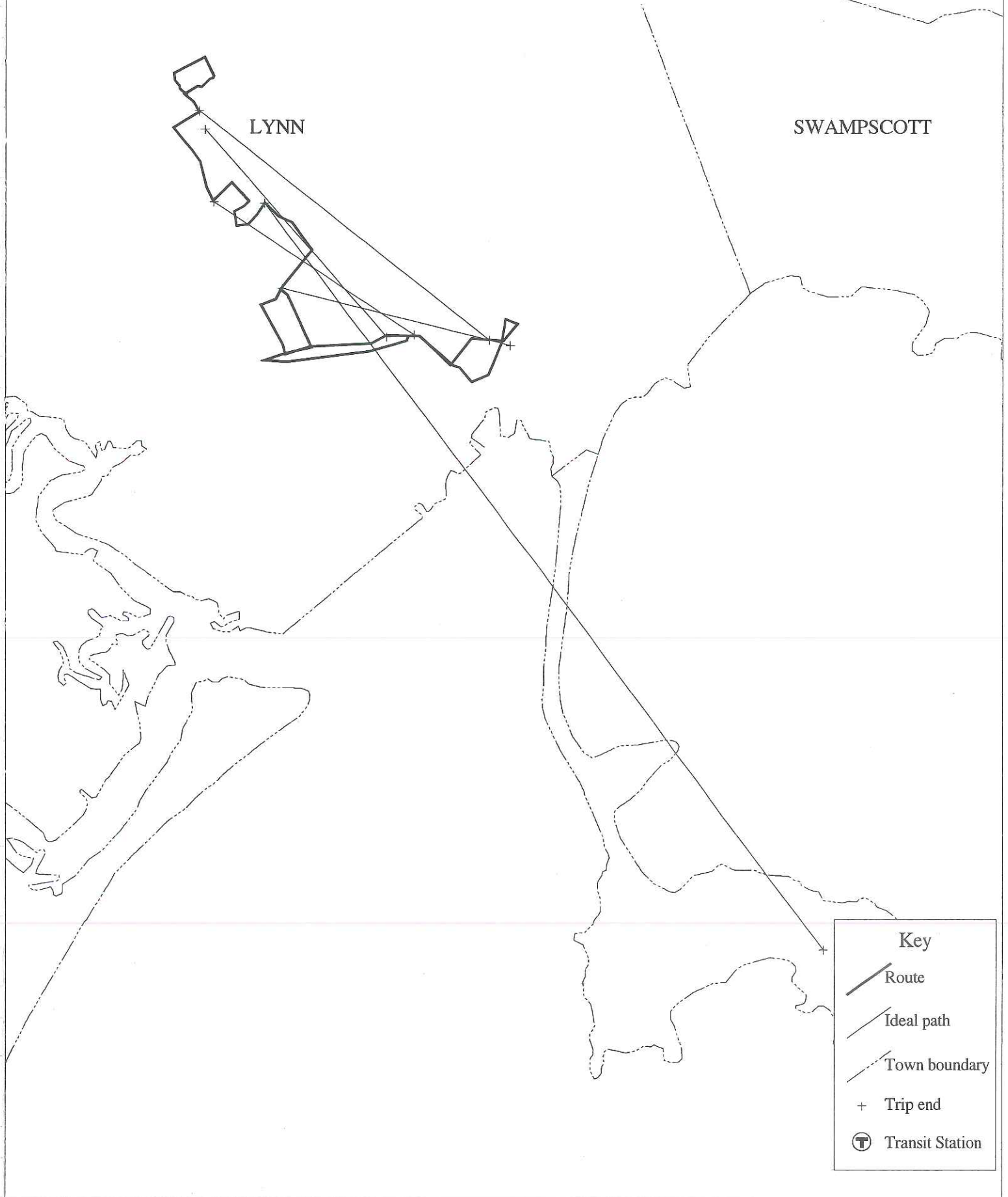
Matched O-D pairs for Route 429

18 successfully matched pairs



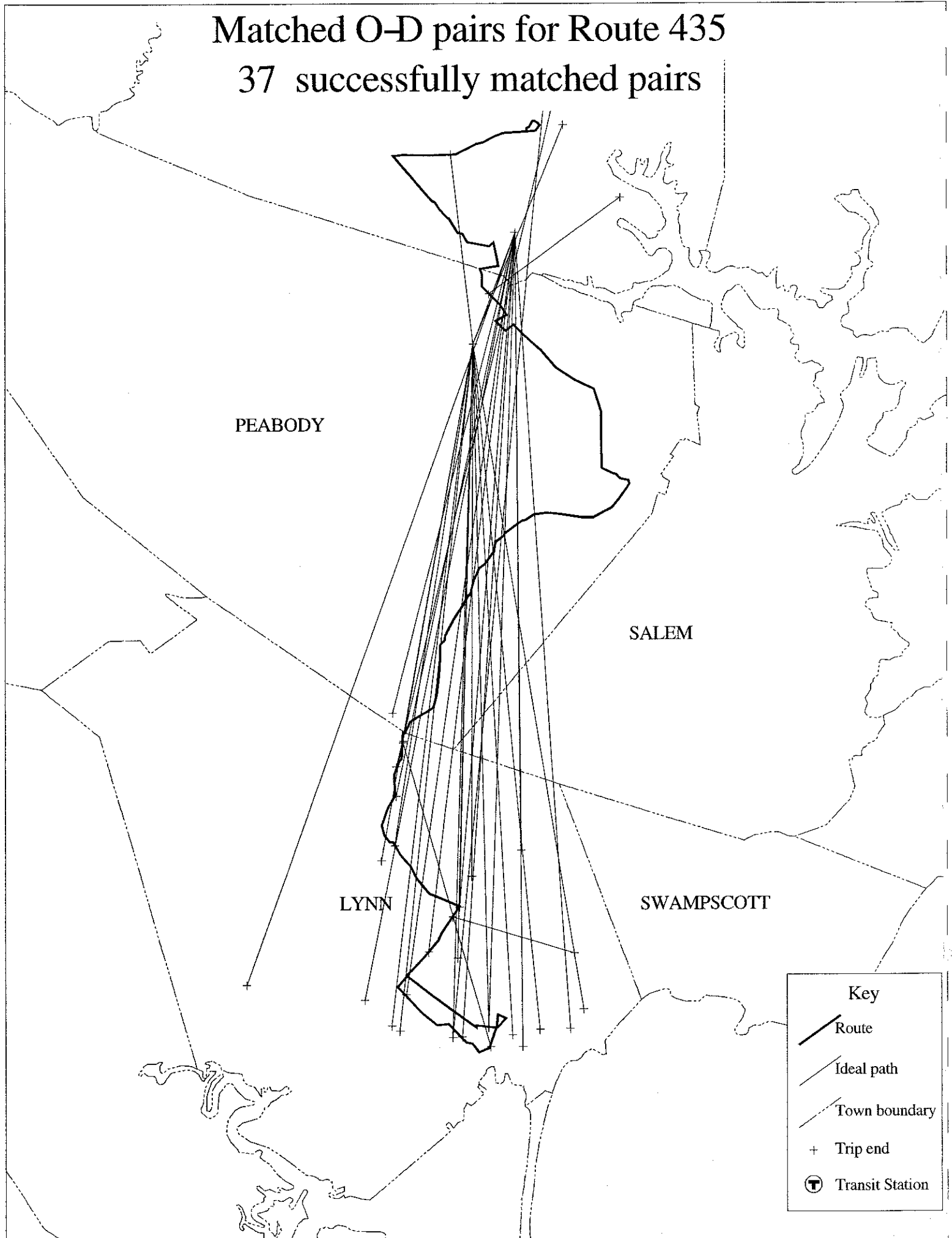
Matched O-D pairs for Route 433

5 successfully matched pairs



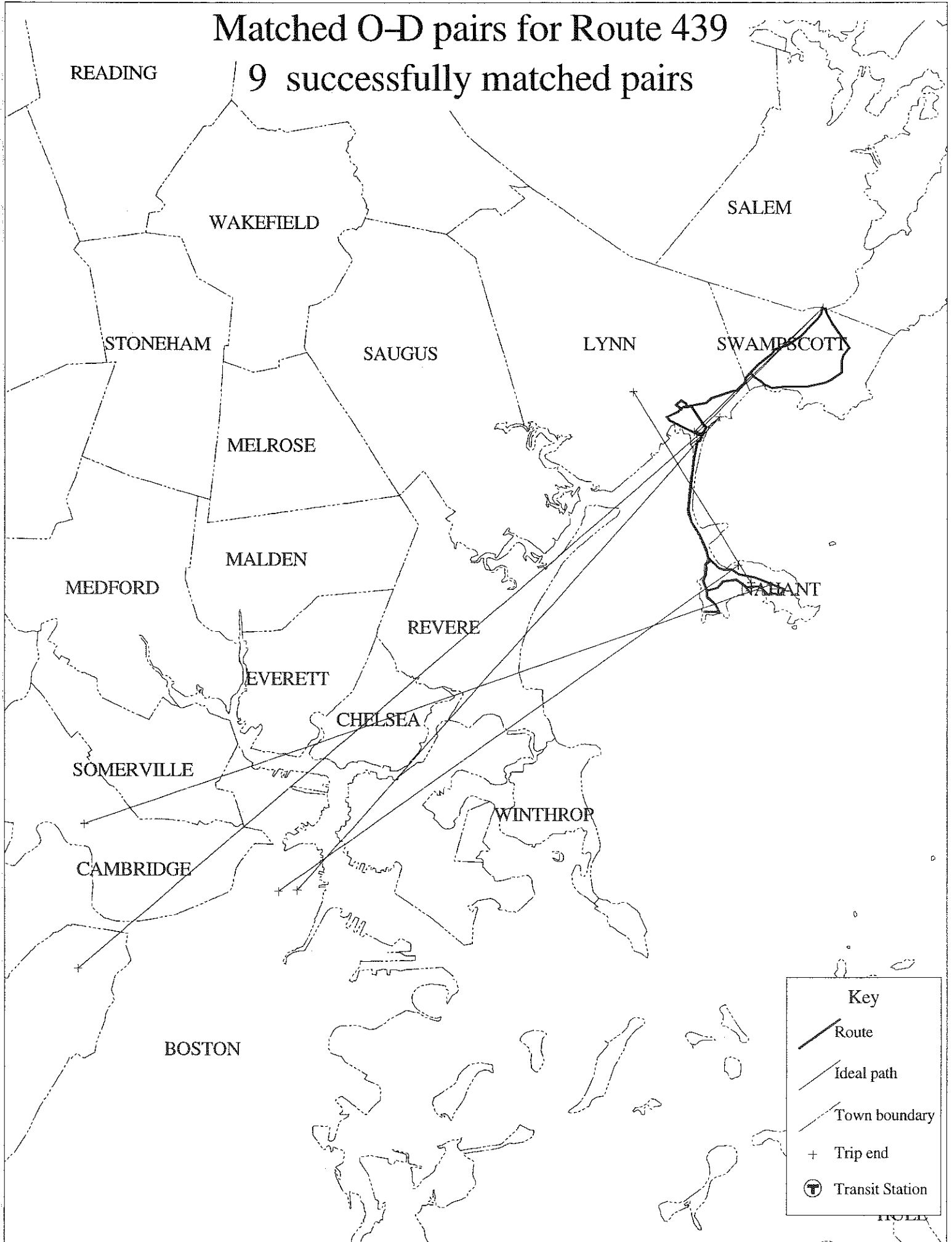
Matched O-D pairs for Route 435

37 successfully matched pairs



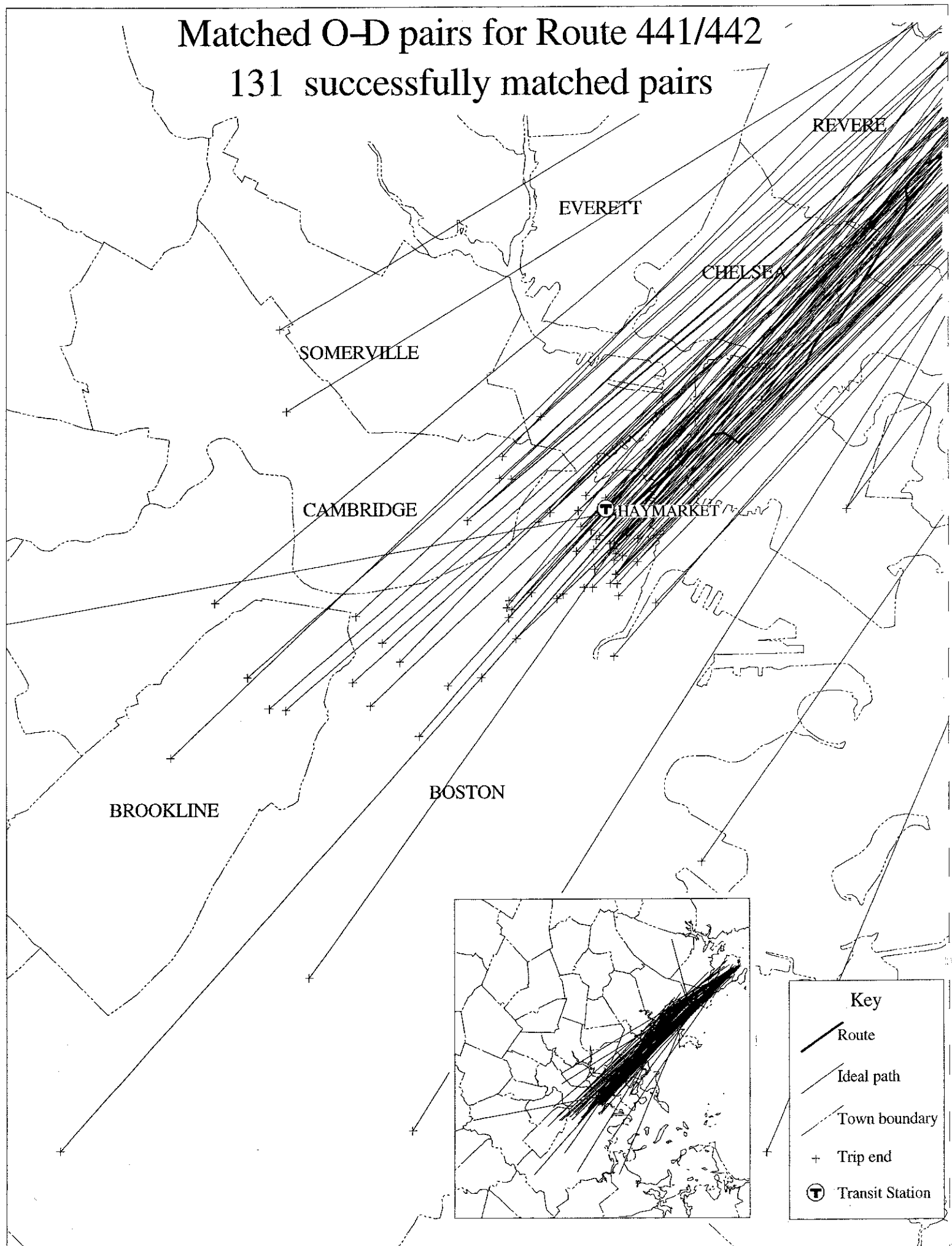
Matched O-D pairs for Route 439

9 successfully matched pairs



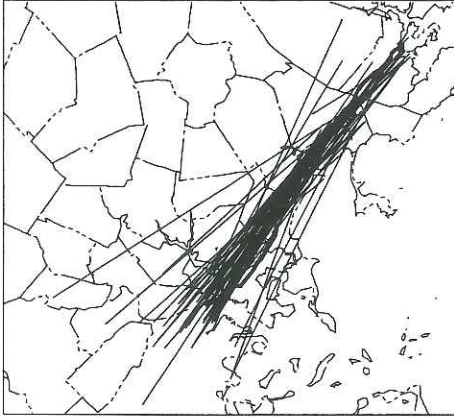
Matched O-D pairs for Route 441/442

131 successfully matched pairs



Matched O-D pairs for Route 450

82 successfully matched pairs



CAMBRIDGE

HAYMARKET

BOSTON

Key

- Route
- Ideal path
- Town boundary
- + Trip end
- T Transit Station

Matched O-D pairs for Route 455

101 successfully matched pairs

MEDFORD

EVERETT

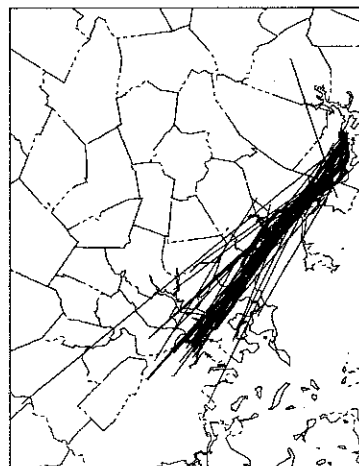
CHELSEA

SOMERVILLE

CAMBRIDGE

HAYMARKET

BOSTON



Key

Route

Ideal path

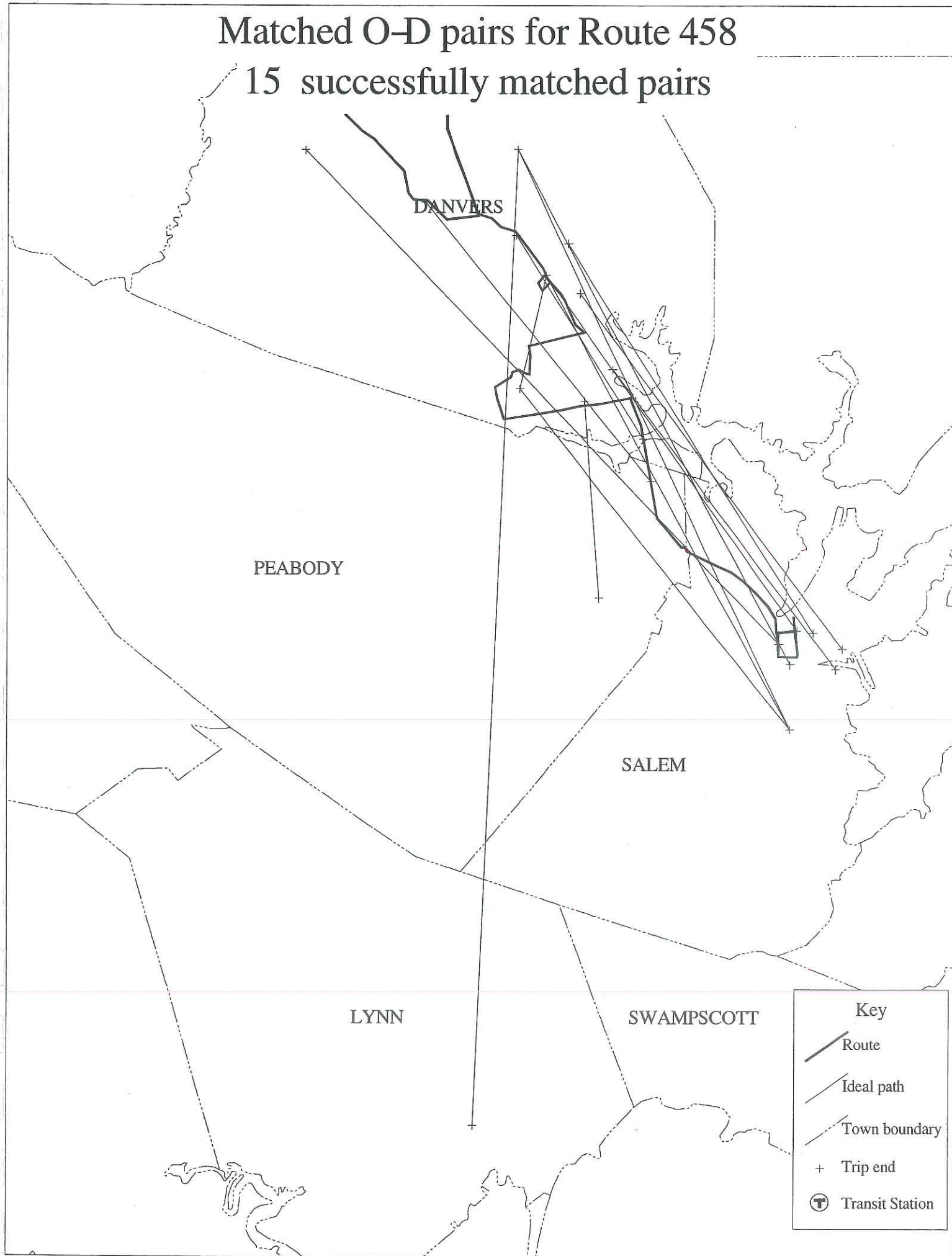
Town boundary

+ Trip end

T Transit Station

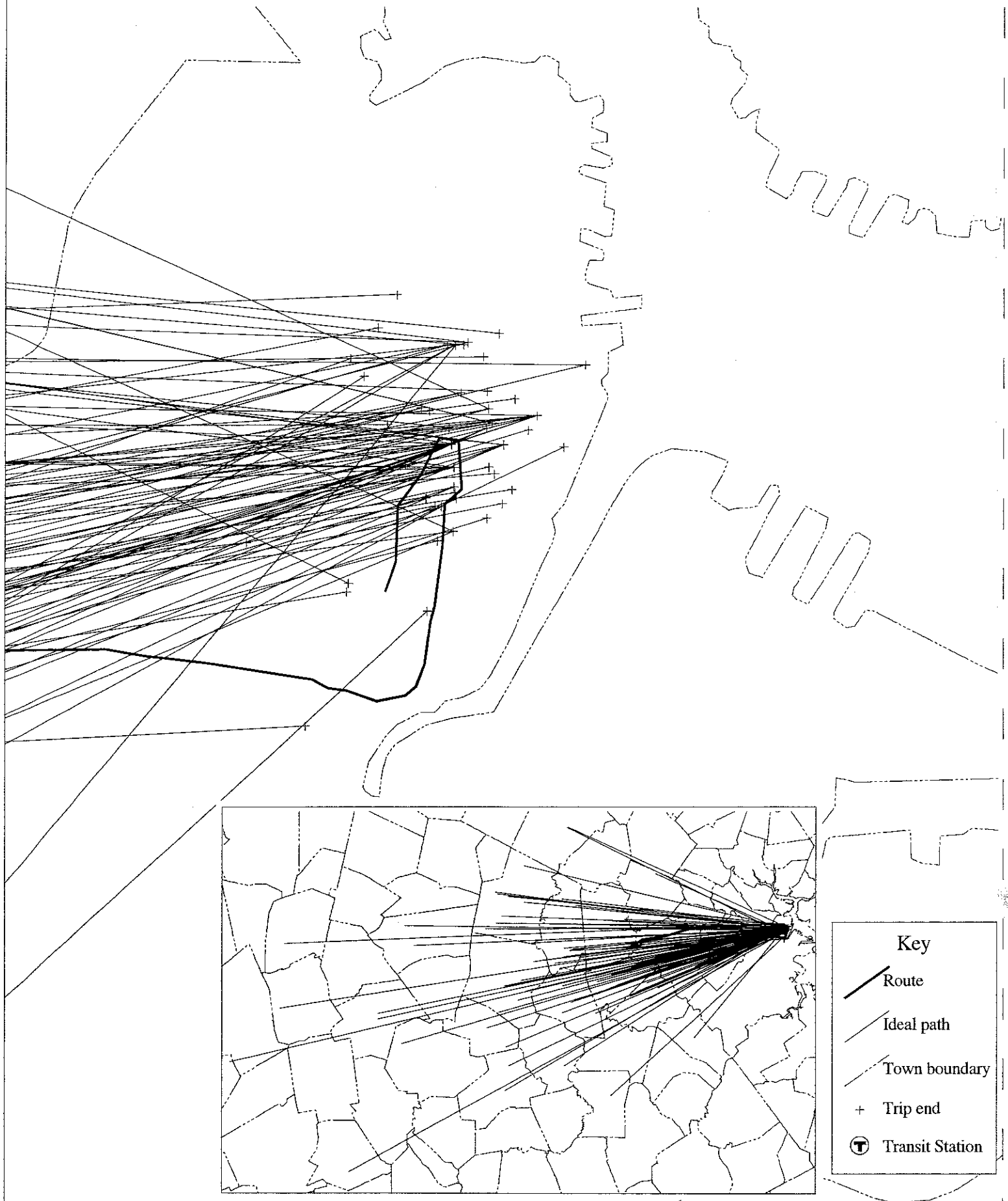
Matched O-D pairs for Route 458

15 successfully matched pairs



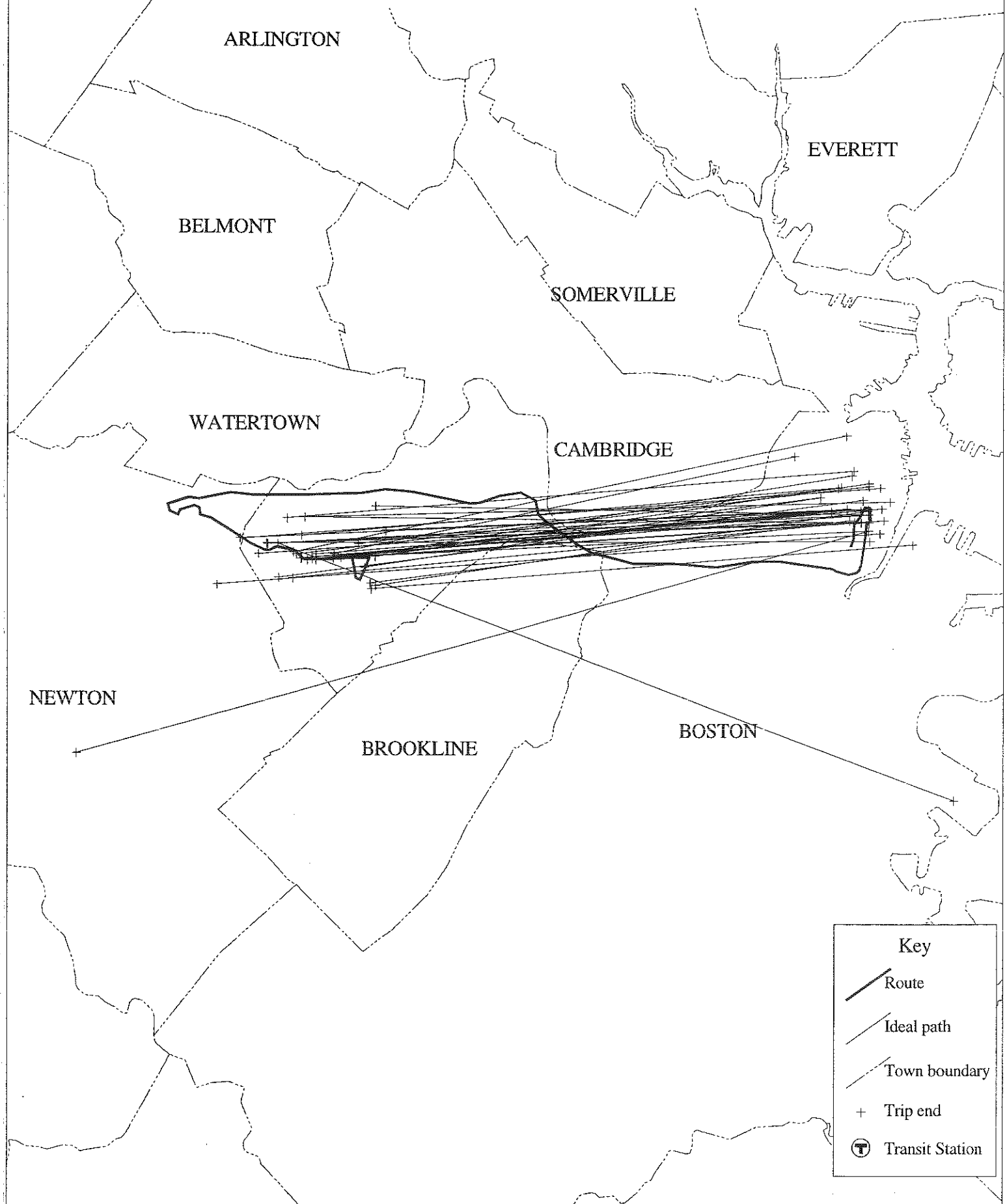
Matched O-D pairs for Route 500

97 successfully matched pairs



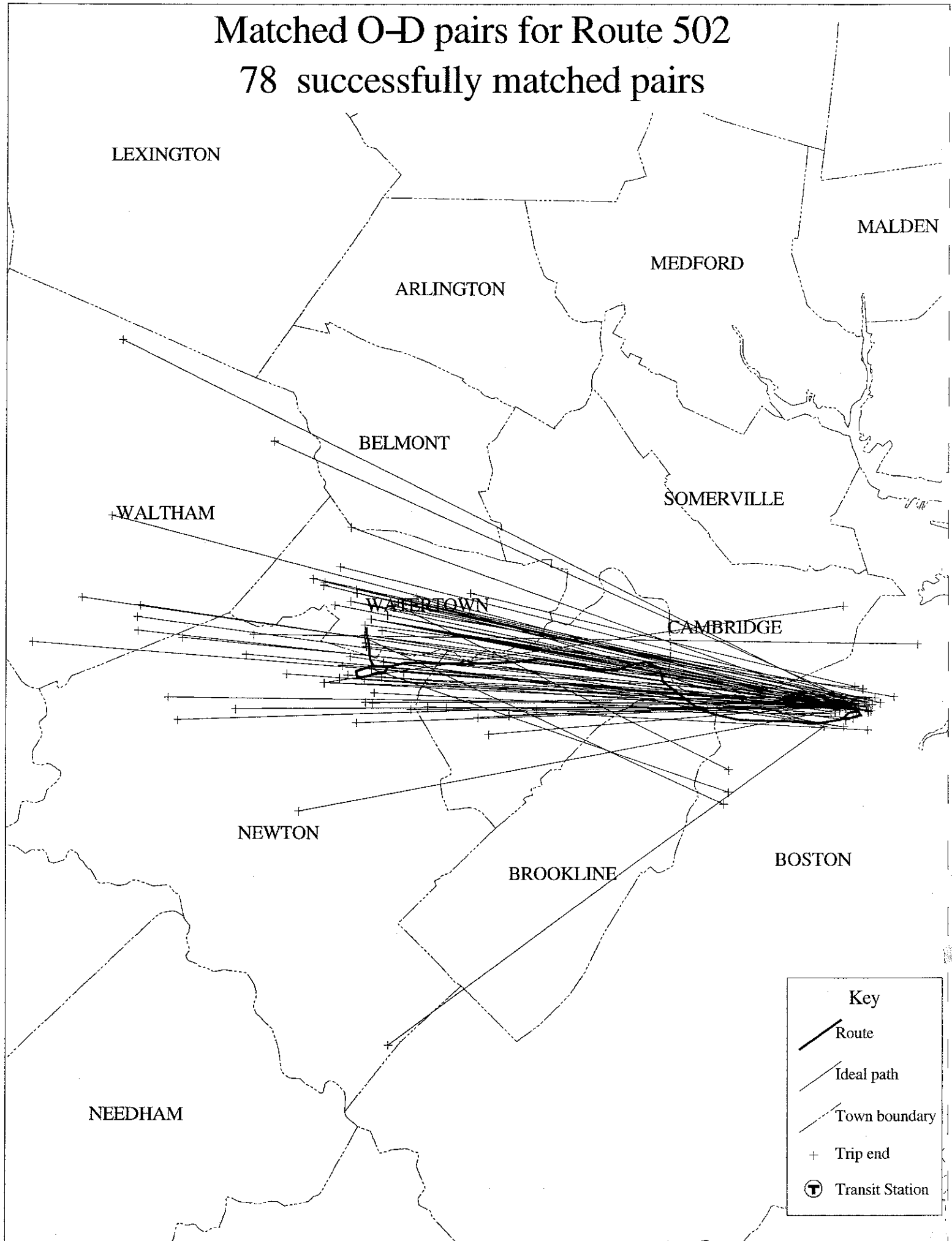
Matched O-D pairs for Route 501

39 successfully matched pairs



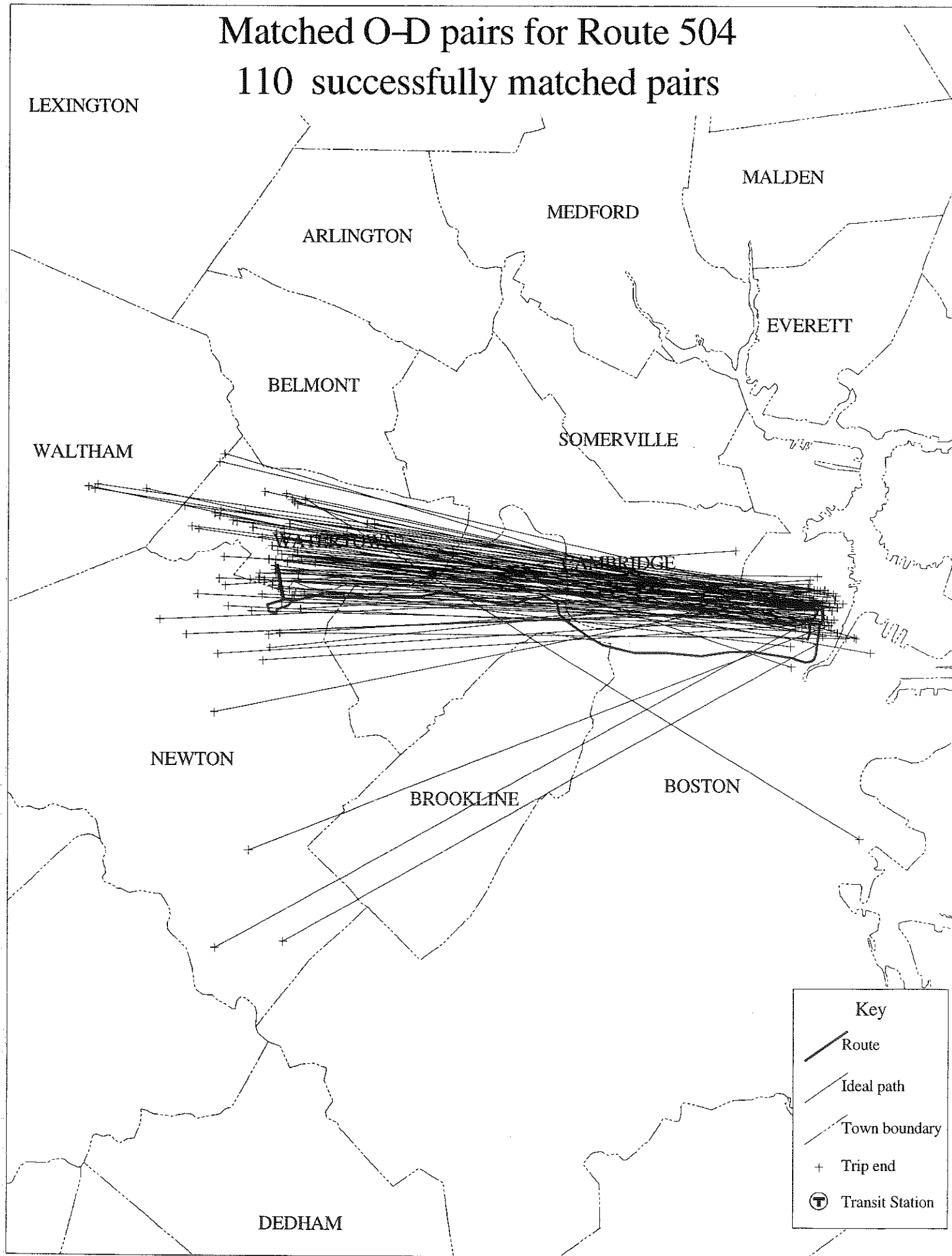
Matched O-D pairs for Route 502

78 successfully matched pairs



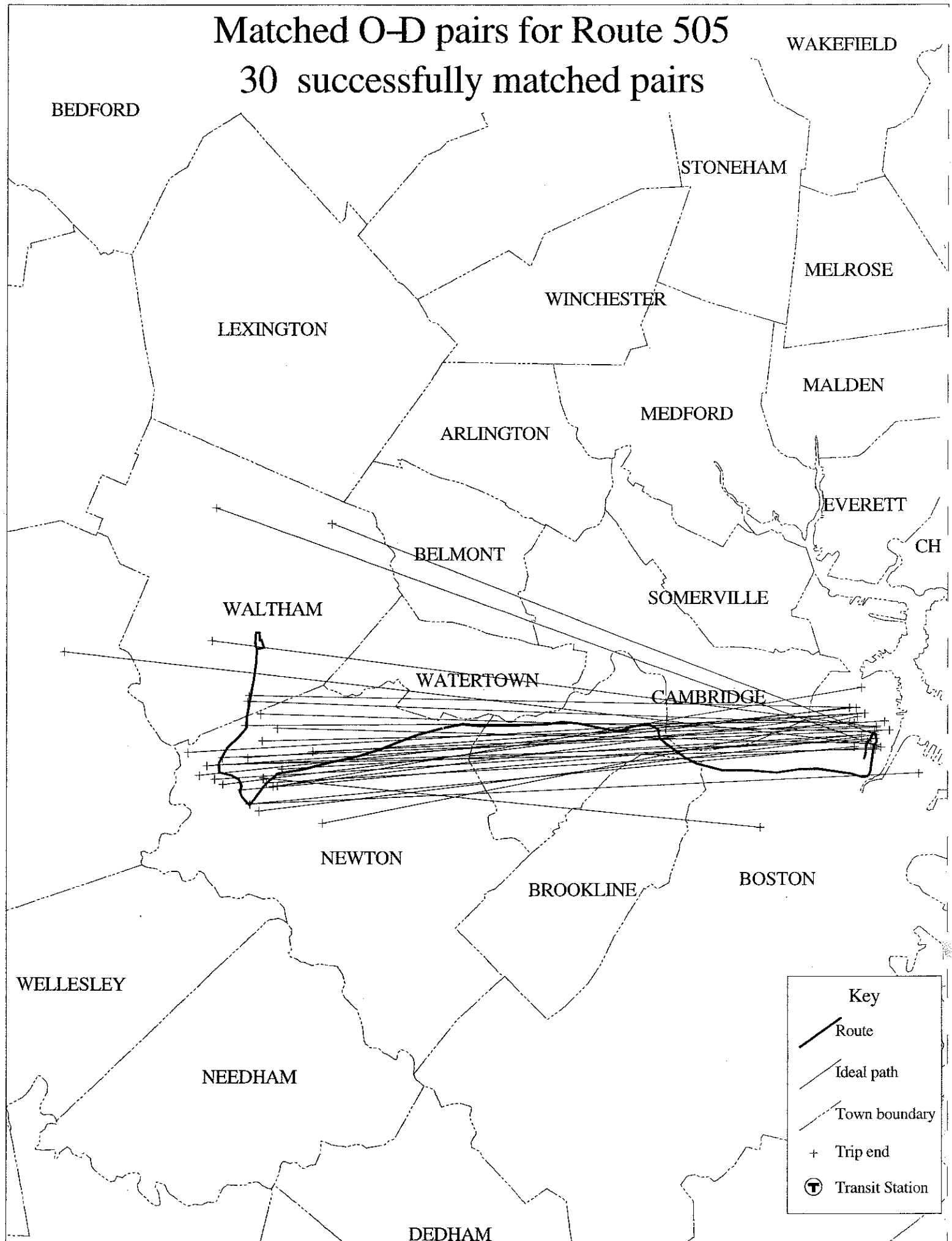
Matched O-D pairs for Route 504

110 successfully matched pairs



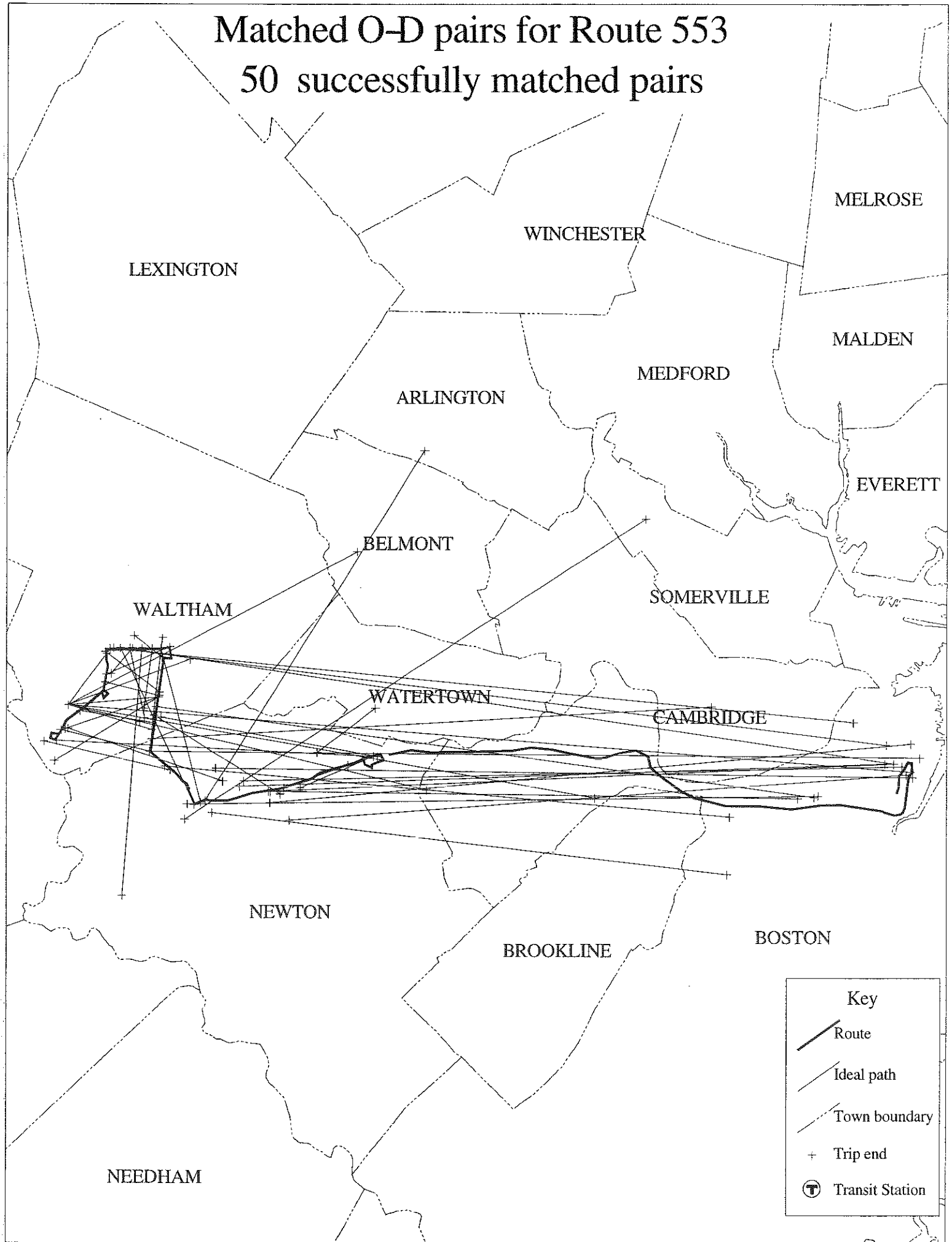
Matched O-D pairs for Route 505

30 successfully matched pairs



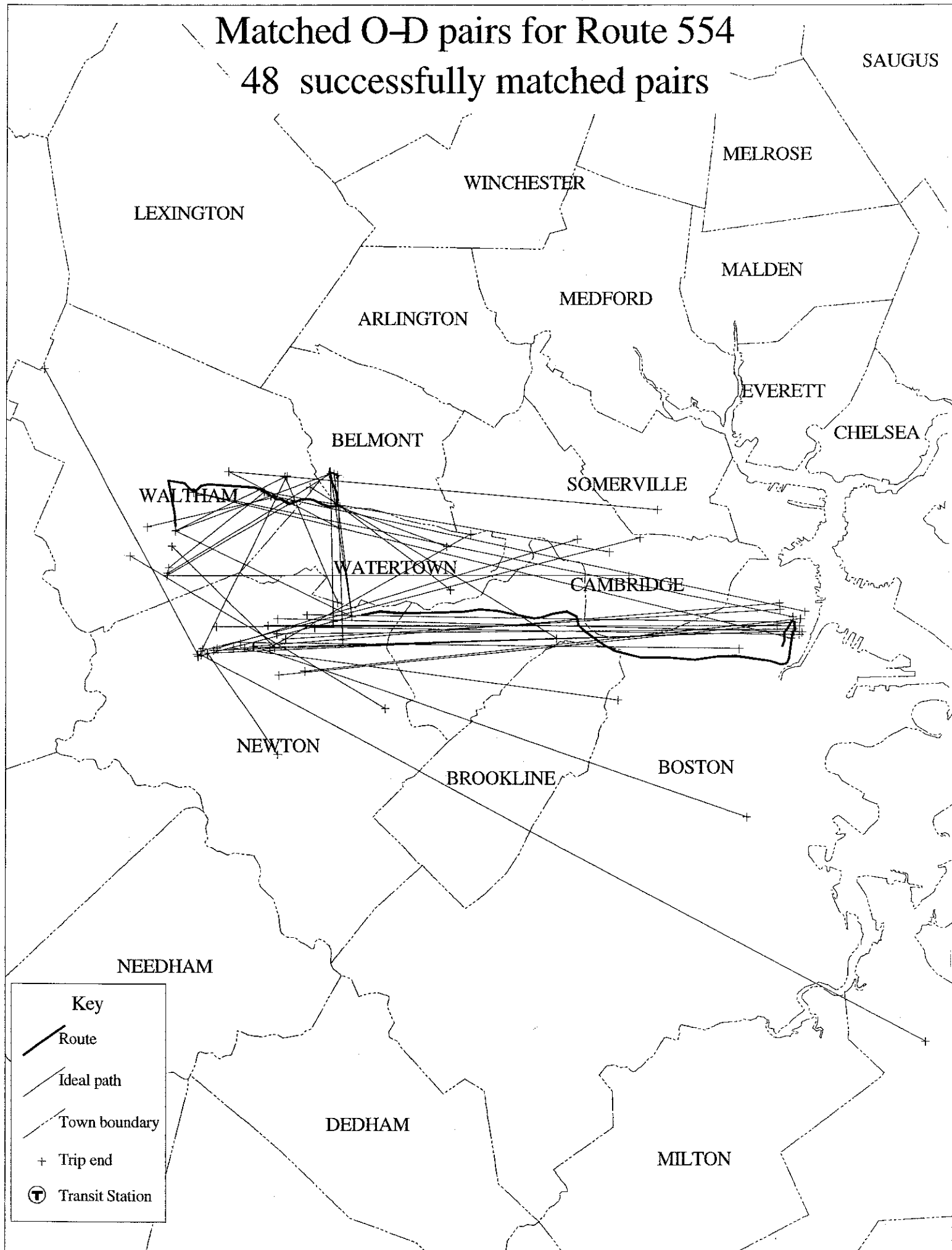
Matched O-D pairs for Route 553

50 successfully matched pairs



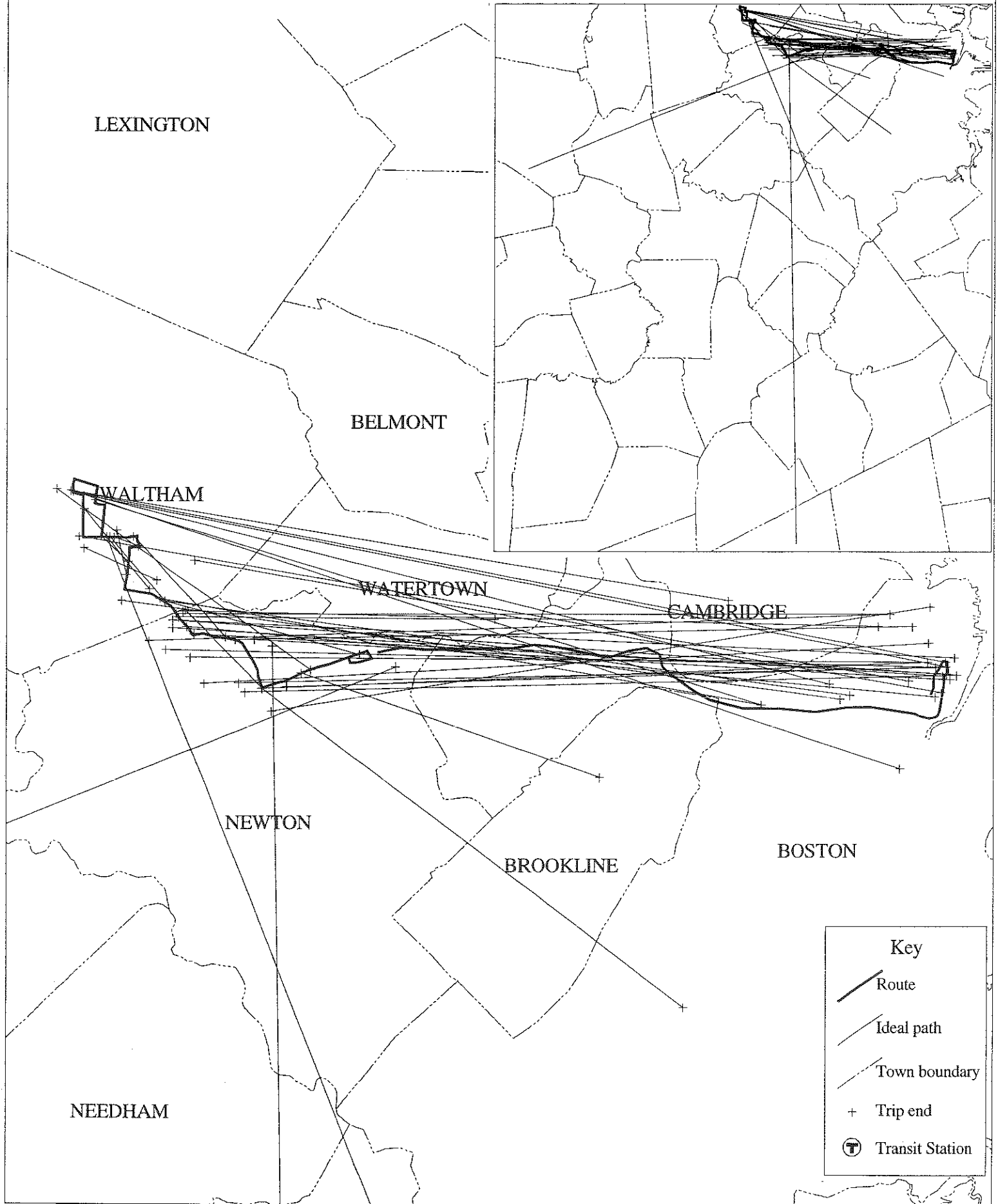
Matched O-D pairs for Route 554

48 successfully matched pairs



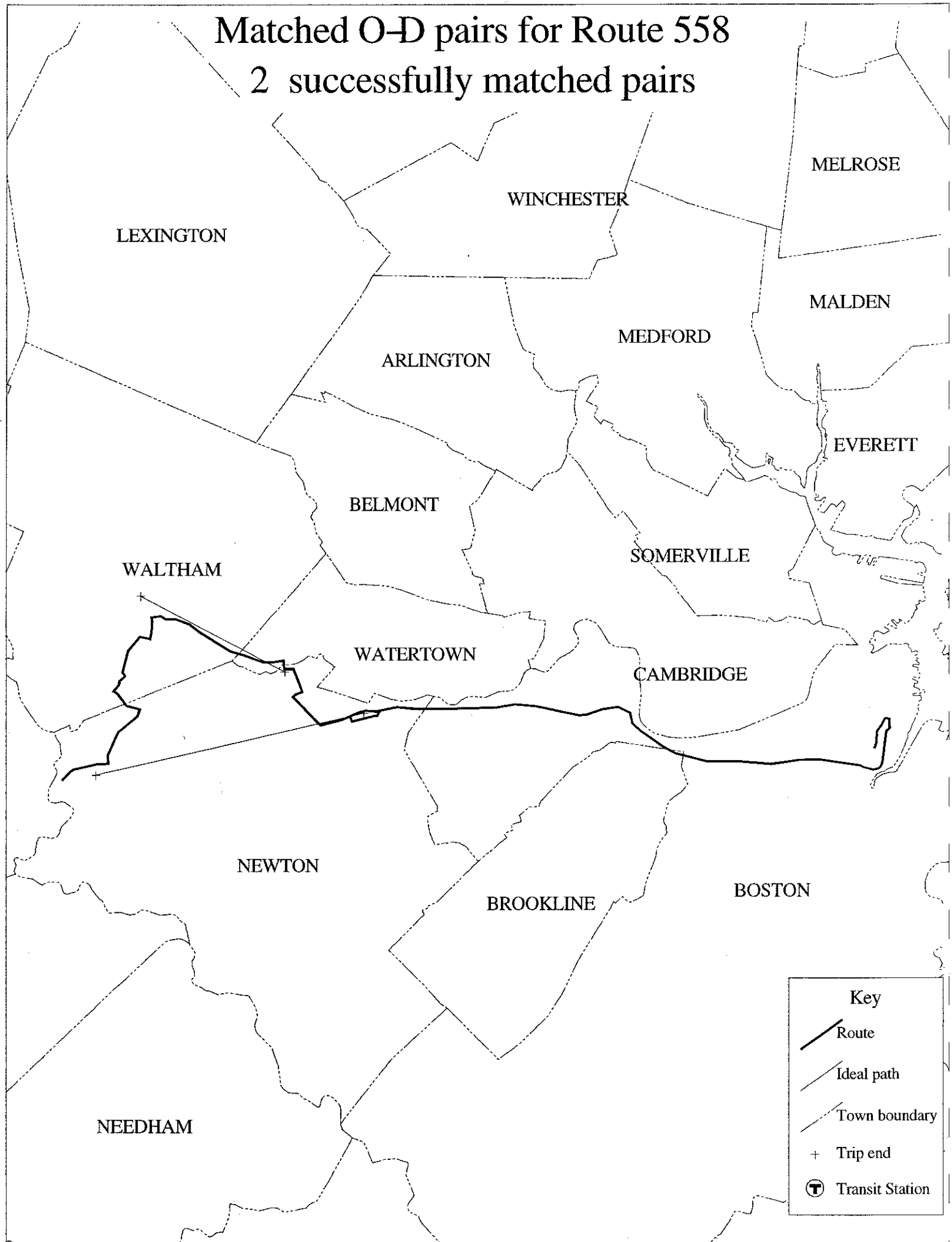
Matched O-D pairs for Route 556

46 successfully matched pairs



Matched O-D pairs for Route 558

2 successfully matched pairs





MBTA Bus Passenger Survey N° 32080

We at the MBTA strive to deliver reliable bus service that meets your needs. This survey will help us determine how bus service can be improved. Please answer as many questions as you can. After completing the survey, you may hand it to a survey attendant, place it in a red collection box at a rapid transit transfer station or drop it in the mail (no stamp is needed). Your answers are confidential and you will not be put on any mailing lists. **THANK YOU!**

1a. Which bus route were you boarding when you were handed this form? Route number 2 _____

Route name _____

1b. Where did you board this bus?

Office Use Only

3 _____
(address or nearest street intersection or landmark)

2a. Where did you start this trip ("trip" refers to this ONE-WAY trip)?

4-1 ☐ At home

-5 ☐ At the doctor or other personal business

-2 ☐ At school

-6 ☐ At a work-related errand or meeting

-3 ☐ At work

-7 ☐ At a restaurant, or social or recreational activity

-4 ☐ At a store

-8 ☐ Other _____ 5 ☐

2b. Where is that located?

6 _____
(address or nearest street intersection or landmark)

7 _____
(city/town, and state)

3a. Where did you first board a public transit vehicle on this one-way trip?

8-1 ☐ Where I boarded this bus (same as in question 1b)

-2 ☐ At another bus stop located at _____ 9 _____
on route (number or name) _____ 10 _____

-3 ☐ At rapid transit station _____ 11 _____
on the _____ Line _____ 12 _____

-4 ☐ At commuter rail station _____ 13 _____

-5 ☐ Other _____ 14 _____

3b. How did you get from the place you indicated in question 2a to that station or stop? (the one you indicated in question 3a)

15-1 ☐ Walked directly (from home, work, school, etc.)

-2 ☐ Drove or rode in car and parked at or near station or stop

-3 ☐ Was dropped off

-4 ☐ Other _____ 16 ☐

3c. How long did it take to get to that (3a) station or stop?

17 _____ minute(s)

4. Approximately what time did you board this bus?

18 : ☐ AM ☐ PM

5. How did you pay your fare for this bus trip?

19-1 ☐ Adult cash fare

-2 ☐ Adult monthly pass (circle one):

Local Bus; Subway; Combo; ComboPlus; Zone _____ 20 ☐

-3 ☐ 10-Ride ticket

-4 ☐ Senior citizen or person with disabilities reduced fare

-5 ☐ Student pass

-6 ☐ Child/student reduced cash fare

-7 ☐ Visitor Passport

-8 ☐ Other _____ 21 ☐

6. How long did you wait at the stop for *this* bus?

22 _____ minute(s)

7. At what stop will you get off *this* bus?

_____ 23 _____
(address or nearest street intersection or landmark)

8a. Where will this one-way trip end?

- 24-1 ☐ At home -5 ☐ At the doctor or other personal business
-2 ☐ At school -6 ☐ At a work-related errand or meeting
-3 ☐ At work -7 ☐ At a restaurant, or social or recreational activity
-4 ☐ At a store -8 ☐ Other _____ 25 ☐

8b. Where is that located?

26 _____
(address or nearest street intersection or landmark)

27 _____
(city/town, and state)

9a. On this *one-way* trip, at which station or stop will you leave the public transit system (not just this bus)?

- 28-1 ☐ Where I get off this bus (same as in question 7)
-2 ☐ At another bus stop located at _____ 29 _____
on route (number or name) _____ 30 _____
-3 ☐ At rapid transit station _____ 31 _____
on the _____ Line _____ 32 _____
-4 ☐ At commuter rail station _____ 33 _____
-5 ☐ Other _____ 34 _____

9b. How will you get from that (9a) station or stop to your destination?

- 35-1 ☐ Walk directly (to home, work, school, etc.)
-2 ☐ Drive or ride in car parked at or near station or stop
-3 ☐ Get picked up
-4 ☐ Other _____ 36 ☐

9c. After you leave the public transit system, how long will it take you to get to your destination? 37 _____ minute(s).

10. How many days a week do you usually use MBTA buses?

- 38-1 ☐ Less than 1 day -4 ☐ 3 days -7 ☐ 6 days
-2 ☐ 1 day -5 ☐ 4 days -8 ☐ 7 days
-3 ☐ 2 days -6 ☐ 5 days

11. How many times will you board MBTA buses over this entire day, including this trip and any others made earlier and later today?

39 _____ boarding(s) today

12. Do you ride *this* bus route on...

Saturdays? ☐ Yes, regularly ☐ Yes, occasionally ☐ No, not at all
Sundays? ☐ Yes, regularly ☐ Yes, occasionally ☐ No, not at all

13. What is your age?

- 41-1 ☐ 17 or under -3 ☐ 25-34 -5 ☐ 45-64
-2 ☐ 18-24 -4 ☐ 35-44 -6 ☐ 65 or over

14. Do you have a driver's license?

- 42-1 ☐ Yes -2 ☐ No

15. Did you have an automobile available for this trip?

- 43-1 ☐ Yes -2 ☐ No

16. How many people are in your household, including yourself?

(that is, the number of people living in your house or apartment)

44 _____

17. How many vehicles (cars & trucks) are owned by your household?

- 45-1 ☐ None -3 ☐ 2 vehicles -5 ☐ 4 vehicles
-2 ☐ 1 vehicle -4 ☐ 3 vehicles -6 ☐ 5 or more vehicles

18. What is your annual combined household income?

- 46-1 ☐ Under \$20,000 -3 ☐ \$30,000-\$39,999 -5 ☐ \$60,000-\$79,999
-2 ☐ \$20,000-\$29,999 -4 ☐ \$40,000-\$59,999 -6 ☐ \$80,000 or more

19. What is your gender?

- 47-1 ☐ Male -2 ☐ Female

20. What is your zip code at home?

48 _____

at work (or school)?

49 _____

21. What are your main reasons for riding the MBTA?

- 50 ☐ Convenience 54 ☐ Parking cost/availability
51 ☐ Speed/travel time 55 ☐ Environmentally responsible
52 ☐ Avoid driving/traffic 56 ☐ Only transportation available
53 ☐ Inexpensive way to travel ☐ Other _____ 57 ☐

22. If the bus were not available for this trip, what would be your most likely means of transportation?

- 58-1 ☐ Drive alone -5 ☐ Other MBTA service (subway, commuter rail, ferry)
-2 ☐ Get a ride -6 ☐ Carpool/vanpool
-3 ☐ Bicycle -7 ☐ Would not make trip or would move or change jobs
-4 ☐ Walking -8 ☐ Other _____ 59 ☐

23. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about the service on *this* bus route. (Leave blank any measures that don't apply.) Then, place a check mark beside the three measures most important to you.

	Very Poor		Average		Very Good	✓
60 Reliability (on-time performance)	1	2	3	4	5	69 _____
61 Personal safety	1	2	3	4	5	70 _____
62 Cleanliness/condition of buses	1	2	3	4	5	71 _____
63 Courtesy of drivers	1	2	3	4	5	72 _____
64 Announcement of stops	1	2	3	4	5	73 _____
65 Availability of seating	1	2	3	4	5	74 _____
66 Frequency of service	1	2	3	4	5	75 _____
67 Travel time/directness of route	1	2	3	4	5	76 _____
68 Parking availability	1	2	3	4	5	77 _____

24. Have you ever complained to the MBTA in writing or by phone?

- 78-1 ☐ Yes -2 ☐ No

If yes, did the MBTA respond within 2 weeks?

- 79-1 ☐ Yes -2 ☐ No

was your complaint handled satisfactorily?

- 80-1 ☐ Yes -2 ☐ No

Comments/Suggestions:

What other bus routes do you ride...

regularly? _____

occasionally? _____

